



Effective Date: 31 March 2025

# General terms & conditions of carriage

Ryanair DAC

Ryanair UK

## General terms & conditions

Issued by:

**RYANAIR UK**

**Enterprise House, 2nd Floor**

**Bassingbourn Road, CM24 1QW**

**London Stansted Airport**

**Stansted,**

**England**

**Effective Date: 31 March 2025**

## Article 1 - Definitions

The terms in bold below have the meanings shown wherever they appear in these terms and conditions (referred to throughout as 'these terms').

**We**

We", "our", "ourselves" and "us" means Ryanair UK of Enterprise House, 2nd Floor, Bassingbourn Road, CM24 1QW, London Stansted Airport, Stansted, England.

**You**

The passenger or passengers named in the booking confirmation or itinerary emailed to you when you have made your booking. (A passenger is any person, except crew members, who we have agreed to carry on a flight bearing our airline designator code ('RK' or 'RYK'), as set out in a confirmation/itinerary.)

**Baggage**

This means your:

- carry-on baggage (baggage you take with you on the plane and is not checked in); and
- checked-in luggage (luggage you check in to be carried in the hold, and which we give you a baggage identification tag for).

**Booking confirmation or itinerary**

The document headed 'Itinerary' setting out a 'Flight Reservation Number' and showing 'Status: Confirmed' or the document headed 'Ryanair UK Travel Itinerary', as sent to the email address used in your booking. The booking confirmation or itinerary sets out the passengers' names, flights, dates, timings and routes of the flights you have booked with us.

**Convention**

The Montreal Convention 1999.

**Passenger Rights Regulations**

Where applicable:

- Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91; and
- The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019.

**Regulations**

These refer to our '[Regulations on Specific Subjects](#)' attached to these General terms and conditions of carriage.

**RYANAIR GROUP**

means Ryanair DAC, Ryanair Sun (Buzz), Ryanair UK, Lauda Europe and Malta Air.

**SDR**

This stands for Special Drawing Right, as defined by the International Monetary Fund. In short, it is a form of international money, created by the International Monetary Fund. The current value of the SDR is quoted in the financial pages of major newspapers.

**1.2**

The headings of articles and clauses in these general terms and conditions of carriage (referred to throughout as 'these terms') are for convenience only and do not affect the meaning of the text.

## Article 2 - Air carrier, choice of law and jurisdiction

### 2.1 Air Carrier

2.1.1 We (Ryanair UK of Enterprise House, Bassingbourn Road, CM24 1QW, London Stansted Airport, Stansted, England) are the operating air carrier of your flight, unless a different carrier was shown when you booked the flight. If the air carrier for the flight changes, we will tell you about the change as soon as possible.

2.1.2 Except where clause 2.2 below says otherwise, these terms apply on flights where our name or airline designator code ('RK' or 'RYK') is shown in the booking confirmation or itinerary for that flight.

### 2.2 Overriding law

2.2.1 If any part of these terms is inconsistent with our regulations, these terms will apply.

2.2.2 If any part of these terms is inconsistent with any relevant law, that law will apply.

2.2.3 If any part of these terms cannot be enforced under any law that applies, the rest of the terms will still be valid, and can be enforced, if they do not depend on the part that cannot be enforced.

### 2.3 Terms & conditions prevail over regulations

2.3.1 Except as otherwise provided by the Convention or applicable law, your contract of carriage with us, these terms and regulations shall be governed by and interpreted in accordance with the laws of Ireland.

2.3.2 You are entitled to bring a claim against us in your local court, except that Irish courts shall have exclusive jurisdiction in relation to claims under EU Regulation 261/2004 where you have not complied with clauses 15.2.1 to 15.2.7 of these Terms and in relation to non-consumer (i.e., business to business) claims.

## Article 3 - Reservations and documentation

### 3.1 General

3.1.1 We will only carry the passengers named in the relevant booking confirmation or itinerary. You must prove your identity and keep to our regulations relating to documents.

3.1.2 For bookings made through one of our reservations centres you will need to pay a call centre booking fee. The current fee is set out in our table of fees. Except where clause 10.2 or 10.3 says otherwise, we cannot refund this fee.

**3.1.3** You will have to pay an infant fee for passengers who are under two at the time of the flight (infant passengers) and who cannot, for safety reasons, have their own seat. This fee is charged for each infant passenger for each one-way flight (outbound and return). The current fee is set out in our [table of fees](#). The full adult fare must be paid for infants aged 2 or more years old. Except where clause 10.2 or 10.3 says otherwise, we cannot refund this fee.

**3.1.4** You cannot transfer your reservation made for a flight operated by us unless, as set out in our [regulations relating to name changes](#), you have arranged with us to change any names in the booking confirmation or itinerary and paid the appropriate name-change fee.

**3.1.5** Your reservation for a flight operated by us is only valid for the flights, dates and route set out in the booking confirmation or itinerary, and cannot be used with any other carrier. However, you can change flights in line with [our regulations relating to changes to flights](#) if you pay the appropriate flight-change fees plus any price difference between the total amount you originally paid and the total amount due for the new flights including any price differences for check-in bags and other optional services.

## 3.2 Our name and address

Our name may be abbreviated to our airline designator code ('RY' or 'RYK'), or otherwise as shown in the booking confirmation or itinerary. Our address is Enterprise House, Bassingbourn Road, CM24 1QW, London Stansted Airport, Stansted, England.

## 3.3 Contact

**3.3.1** If we need to contact you, we will do so using the email address you gave when you made the booking, and occasionally by text message to the mobile number you gave us. Evidence that we sent the email or text message will be considered to be evidence that you received it.

**3.3.2** If you have not given us a valid email address, you should check your outbound flight and return flight timings through the online '[Manage My Booking](#)' facility, or by phoning one of our [call centres](#), between 24 and 72 hours before the scheduled departure time.

**3.3.3** You can contact us to make complaints or claims by post or by using the appropriate [online claim form](#). Unless we tell you otherwise, any documents you send us should be copies, not the originals, as we will not keep or return any documents.

## 3.4 Personal data

We collect and process personal data in accordance with the [Ryanair Group Privacy Policy](#).

# Article 4 - Fares, taxes, fees and charges

## 4.1 Fares

Fares apply only for carriage from airport to airport, unless the booking confirmation or itinerary states otherwise. Fares do not include ground transport outside airports. Your fare will be in line with our tariffs on the date you pay for your booking. If you change any aspects of your booking, this may affect the amount you have to pay.

## 4.2 Taxes, fees & charges

**4.2.1** You must pay any government taxes (including but not limited to air passenger duty) which may be included in your ticket price. Our higher ticket prices generally include government taxes, while our lower ticket prices do not. If your ticket price includes government taxes, they will be displayed in the price break-down at the time you make your booking. Please [click here](#) for more details on government taxes that may apply.

Our ticket prices do not include any other third party fees and charges for costs we incur to provide our services (such as airport and security charges, maintenance fees etc.). We bear the costs for these services.

If you do not travel, you can apply in writing for a full refund of any government taxes you have paid. However, you would need to pay the government tax refund administration fee set out in our [table of fees](#). You must make your claim within one month after the date of the flight you did not take. We cannot refund any other monies paid.

**4.2.2** Government taxes are constantly changing and can be introduced after the date you made your booking. If any government tax is introduced or increased after you made your booking, you will have to pay the new tax (or any increase) before departure. Or, you can choose not to travel and get a full refund of your booking cost. Similarly, if any such government tax is abolished so that it no longer applies to you, or is reduced, you can claim a refund of the abolished tax, or the reduction, from us.

**4.2.3** If you purchased an optional service (such as an allocated seat) and boarded your flight but we did not provide you with the equivalent service for reasons attributable to us (such as change of aircraft preventing us from allocating you an extra legroom seat which you had purchased), you are entitled to a refund of the relevant fee you paid for this service. The reimbursement form is available [here](#).

**4.2.4** Our prices are dynamic and adjusted according to demand and they may vary according to the route and travel date selected. Due to the high volume of bookings being made in real time, fares and prices for optional services such as baggage and reserved seats may change between the time you start searching for your ticket and the time you decide to make a purchase.

## 4.3 Currency

**4.3.1** You must pay fares, taxes, fees and charges in the currency of the country of your airport of departure, unless we specify another currency when (or before) you make your payment (for example, because the local currency cannot be converted). We may agree to accept payment in another currency.

**4.3.2** We guarantee the currency exchange rate for your payment at the time you book your ticket. This exchange rate will not change. If you do not accept our currency exchange rate you may be affected by any increase in exchange rates between the time you make your booking and the time your card provider converts the currency. This is because the currency is usually converted a number of days after the date the booking is made.

## 4.4 Value added tax ('VAT')

VAT is not charged on fares or fees relating to international flights. However, we will add VAT at the appropriate rate to the prices shown for fares and related fees on Italian, French, Spanish, Portuguese, German, Polish, Greek and Romanian domestic routes. We will automatically send you a VAT receipt.

## Article 5 - Special assistance

**5.1** Without prejudice to Article 5.2, passengers with disabilities or reduced mobility are not refused carriage on the basis of such disability or reduced mobility. Acceptance for carriage of young persons travelling alone, incapacitated persons, pregnant women, persons with illness, blind or visually impaired passengers or other people requiring special assistance is subject to specific prior arrangement with us pursuant to our Regulations. ([click here for Regulations concerning these subjects](#)).

### 5.2

**5.2.1** If you will need special assistance because of a disability or reduced mobility, you must tell us about your needs when you make your booking, or as soon as you become aware that you will need special assistance. This must be at least 48 hours before the scheduled departure time. We will then do everything reasonably possible to check whether, for safety reasons, we could not allow you on the flight and, if so, whether we could propose an acceptable alternative.

**5.2.2** Under EC Regulation 1107/2006, we may refuse to allow a disabled person or a person with reduced mobility on the plane only if:

- this is necessary to meet any safety requirements that apply; or
- the size of the plane or its doors makes it physically impossible for the person to take the flight.

**5.2.3** If, after being given notice of any special assistance you need, we agree to you taking the flight, we will provide the special assistance in line with EC Regulation 1107/2006. If we do not allow you on the booked flight, we will offer you and any person who would be travelling with you a refund or alternative arrangements, as set out in the applicable [Passenger Rights Regulations](#), as long all relevant safety requirements are met.

## Article 6 - Check-in, boarding & seating

## 6.1

On all flights our passengers have allocated seating, passengers may not change their allocated seats except in cases where the cabin crew request you to move for the purposes of weight and balance, for safety or security reasons, or other operational reasons.

## 6.2

**6.2.1** You must check in online at [www.ryanair.com](http://www.ryanair.com) and print or download your boarding pass, unless you have a Flexi Plus ticket, in which case you can check in at the airport for free.

**6.2.2** Online check-in opens 60 days before the scheduled departure time if you have purchased an allocated seat. Customers who booked their flight prior to January 28, 2021 can be allocated a seat free of charge if they check-in online between 2 days and 2 hours before each flight. Customers who booked as of January 28, 2021 may check-in online between 24 and 2 hours before each flight.

**6.2.3** Once you have checked in online you can print copies of your boarding pass, or download them to your mobile phone, up to two hours before the scheduled departure time. Your boarding pass must be printed on a single A4 page or downloaded through our app.

**6.2.4** Unless you have a Plus or Flexi Plus ticket, if you do not check in online more than two hours before the scheduled departure time, you will be charged the airport check-in fee set out in our [table of fees](#). The check-in desks close strictly 40 minutes before the scheduled departure time unless you are notified otherwise before flight departure. If you do not check-in by then you may be denied boarding without refund.

**6.2.5** If you are travelling with a child under 12 (other than an infant under two who will share your seat), at least one adult in the booking must reserve a seat. Up to four children under 12 in the same booking will be given a reserved seat, free of charge, with that adult. This will also allow you to check-in for your flight 60 days before departure. Other adults or teenagers in the booking do not have to reserve a seat, but they can choose to do so.

**6.2.6** For your safety and security, and for the safety and security of your fellow passengers and our crew, the check-in process must be completed by you personally, by a passenger on your booking, or by a duly authorized natural person with personal knowledge of you and the contents of your luggage. This requirement is to ensure you are on notice of, and that you, a passenger on your booking, or a duly authorized natural person with personal knowledge of you and the contents of your luggage have confirmed compliance with required safety, security and public health protocols, including those set out by the ICAO Technical Instructions, Regulation (EU) 2015/1998, and the EASA/ECDC Covid-19 Aviation Health Safety Protocol.

**6.2.7** You may not be able to check-in online where you purchased your flight via a third party intermediary which has no commercial relationship with us to use our website or app to offer our flights for sale, and which does so in breach of the [Terms of Use](#) of our website (including the mobile app and any webpage and/or data that passes through the web domain at ryanair.com) ("**Third Party Intermediary**").

**6.2.8** Where you have booked via a Third Party Intermediary that has no commercial relationship with Ryanair to sell our flights, you must verify yourself by completing one of our customer verification processes ("Verification"). Verification may be completed online [here](#) up to 120 minutes before scheduled departure.

In the event that you do not complete Verification online, you will also be able to do it at the relevant airport ticket desk 60 minutes prior to departure.

In this case, passengers will be charged for the Airport check-in fee. Check our FAQs for quick answers to frequently asked questions we receive on Verification.

**6.2.9** If you choose online Verification, there are two options; Express Verification and Standard Verification.

**Express Verification** requires you to complete the following steps:

- i. pay the £/€0.59 fee
- ii. provide your booking reference code (PNR) and passenger(s) name(s);
- iii. provide a photograph of your travel documentation (i.e. passport or identification card);
- iv. take a photo of your face to verify the travel documentation which you provided at step iii;
- v. carry out a liveness check of your face by performing some actions you will be asked to do; and
- vi. provide your personal email address.

**Standard Verification** requires you to complete the following steps:

- i. provide a duly signed and completed Verification form;
- ii. provide your booking reference code (PNR) and passenger(s) name(s);
- iii. provide a photograph of your travel documentation (i.e. passport or identification card); and
- iv. provide your personal email address.

**6.2.10** Once one of the passengers named on your booking has completed online Verification, all passengers named on the booking will be able to check-in online as normal.

**6.2.11** In order to ensure we can contact you directly should the need arise, the email address you provide during Verification will replace the e-mail address originally provided by the Third Party Intermediary.

## 6.3

If you do not show a valid boarding pass (printed or downloaded on your mobile phone) at airport security or at the boarding gate, and there is enough time for us to issue an alternative boarding pass, you will have to pay the boarding pass re-issue fee set out in our [table of fees](#). All passengers flying from a Moroccan airport to any destination or from Tirana to the UK must carry a physical print out of their boarding pass, as a digital boarding pass will not be accepted.

## 6.4



**6.4.1** If you are not an EU or EEA citizen, you must get your travel documents checked and stamped at the Ryanair check-in desk before going through airport security. To maintain a record of the necessary visa documentation we may allow certain passengers the option to upload the required visa documentation during the check-in process via our app. This will demonstrate that you carried the correct documents at the time of departure, to avoid fines or criminal penalties for travelling without the required documents.

**6.4.2** If you are a citizen of any of the countries listed below you may opt for online passport verification during the check-in process via the Ryanair app. However, if this option is not available for your flight, you must have your travel documents checked at the Ryanair check-in desk.

Eligible countries for online passport verification:

- Argentina
- Antigua and Barbuda except if flying to Morocco
- Argentina
- Australia
- Bahamas except if flying to Morocco
- Barbados except if flying to Morocco
- Brazil
- Canada
- Chile except if flying to Morocco
- Costa Rica except if flying to Morocco
- Hong Kong
- Japan
- Macao S.A.R.
- Malaysia except if flying to Israel or Serbia
- Mauritius except if flying to Morocco or Ireland
- Mexico except if flying to Turkey
- New Zealand
- Nicaragua except if flying to Morocco
- Panama except if flying to Morocco or Serbia
- Paraguay except if flying to Morocco
- Singapore
- South Korea
- Taiwan except if flying to Morocco
- UAE
- United States
- Uruguay except if flying to Morocco

To use this service, ensure your passport is:

- Valid for at least 6 months beyond your intended stay for flights from Schengen to Non-Schengen regions.
- Valid for at least 6 months beyond your intended stay for flights to Schengen regions.

## 6.5

If you are checking in any baggage at a bag-drop desk, you must do so (and pay any check-in luggage fees and excess baggage charges that apply) no later than 40 minutes before the scheduled departure time of your flight. The bag-drop desk for your flight will usually open two hours before the scheduled departure time.

## 6.6

You must produce valid travel documents, which match the details on your boarding pass, at airport security and at the boarding gate.

## 6.7

You should be at the boarding gate for your flight at least 30 minutes before the departure time. The boarding gate will close 20 minutes before departure. If you arrive at the boarding gate later than this, you will not be allowed on the plane. If you want to travel on a later flight, you will have to pay the appropriate fare for that flight.

## 6.8

6.8.1 If you have paid for priority boarding and report to the boarding gate 30 minutes or more before your flight's departure, you will be able to get onto the plane before passengers who have not paid for priority boarding.

6.8.2 If you have paid for priority boarding, your carry-on baggage will not be placed in the hold, unless this is necessary for operational reasons. In such case, make sure that you remove any valuables from your carry-on baggage.

## 6.9

You must not take hot drinks on the plane, or drink your own alcohol when on the plane.

## 6.10

You must not smoke in any part of the plane. If you break this condition, you may be prosecuted and have to pay costs for any disruption caused.

## 6.11

We will not be liable to you for any loss or expense arising as a result of you not keeping to clauses 6.1 to 6.10 above.

## 6.12

Children under 16 year must be accompanied by an adult (aged 18 and over). See our regulations relating to [linking bookings for children under 16 to an existing booking](#).

# Article 7 - Refusal of carriage

## 7.1

We may refuse to carry you or your baggage on any flights operated by an airline of the Ryanair Group, if one or more of the following circumstances apply, or we have good reason to believe that they may apply.

- This is necessary under any law, regulation or order that applies.
- Carrying you or your baggage may affect the safety, health or acceptable comfort of other passengers or crew members. In light of the COVID-19 outbreak, this is especially the case if you refuse to undergo temperature checks at the airport or if you refuse to wear a face mask during boarding or on-board our aircraft. Some countries require passengers to wear surgical face masks at the airport and on-board the aircraft. Children under 6 do not need to wear a face mask. It is each passenger's responsibility to check local requirements before travelling. If you suffer from a medical condition that prevents you from wearing a face mask you are exempted from the face mask obligation on provision of a medical certificate attesting your condition.
- Your mental state, physical state, attitude, behaviour or appearance, including the effects of alcohol or drugs, presents a risk to you, other passengers or crew members, or any property.
- You have behaved in an unacceptable way on a previous flight, and we have reason to believe that you may behave that way again.
- You have refused to go through a security check.
- You have not paid any necessary fare, tax, fee or charge.
- You owe us any money in respect of a previous flight owing to payment having been dishonoured, denied or recharged against us
- You do not appear to have valid travel documents;
- You may try to enter a country you are joining a connecting flight in or do not have valid travel documents for;
- You have destroyed your travel documents during a flight; or
- You have refused to give your travel documents to the crew when asked to do so.
- You cannot prove that you are the person named on the boarding pass.
- You have not followed our instructions relating to safety or security.
- You have smoked, or tried to smoke, on a previous flight with us.

If we refuse to carry you for one of the reasons above, or have removed you from the plane, we may cancel any unused part of your ticket and refund you the price you have paid for this unused ticket. We will not be liable for any loss, damage death or physical injury alleged to be due to our refusal to carry you or your baggage in these circumstances.

## Article 8 - Baggage

### 8.1 Baggage allowance

You can check in up to three pieces of checked-in luggage for a fee, in line with our [regulations relating to checked-in luggage](#). You can also take one piece of carry-on baggage onto the plane with you, free of charge, in line with our [regulations relating to carry-on baggage](#). You must meet any specific conditions and limits set out in these terms and our regulations.

## 8.2 Excess baggage fee

You will have to pay an excess baggage fee for checked-in luggage above your personal baggage allowance and for any sports equipment, musical instruments, and certain other items which we may agree to carry. See our [regulations relating to checked-in luggage](#) for details of the fee and any specific conditions and limits that apply.

## 8.3 Carry-on baggage and 10kg Check-in Bag

**8.3.1** You may carry on board one small cabin bag of up to 40 x 20 x 25cms (no allowance for infants travelling on their parent's lap) [Click here for Regulations concerning Cabin Baggage](#).

**8.3.2** If you purchased Priority & 2 Cabin Bags, including Regular and Flexi Plus (or Plus tickets purchased prior to 11 December 2019), you may carry on board the small and a large piece of Cabin Baggage, weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm, unless operational reasons require us to place the large cabin bag in the hold.

**8.3.3** If you purchased the 10kg Check-In Bag (up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) you may carry your small bag on board the aircraft, however the 10kg Check-In Bag must be deposited at the bag-drop desk prior to entering security. Upon arrival at your destination you will collect the bag at the baggage belt. Regulations on Checked Baggage apply accordingly. Please [click here](#) for our Table of Fees.

**8.3.4** Extra/oversized Baggage will be refused at the boarding gate, or where available, placed in the hold of the aircraft for a fee at the level set out in our Regulations ([click here for Regulations concerning Cabin Baggage](#)). Ryanair accepts no responsibility for oversized or excess Baggage which is refused at the boarding gate and subsequently abandoned by you.

## 8.4 Electronic devices in the cabin

**8.4.1** You can take e-cigs on the plane but you cannot use them.

**8.4.2** You can take a 'smart bag' (a bag that contains a lithium battery and can charge items from the USB port) on the plane as your item of carry-on baggage. However, you must remove the lithium battery before you put the bag in the overhead locker. The battery must stay with you at all times.

**8.4.3** You can take up to 15 electronic devices, and up to 20 lithium batteries, onto the plane with you.

## 8.5 Items prohibited in the cabin

The following items must not be carried into security restricted areas and on board as carry-on luggage, but may be carried as part of your checked-in luggage:

**8.5.1 *Objects with a sharp point or sharp edge*** – Objects with a sharp point or sharp edge capable of being used to cause serious injury, including:

- Items designed for chopping, such axes, hatchets and cleavers,
- Ice axes, ice picks and ice skates,
- Razors and razor blades (except safety or disposable razors with enclosed blades and razor heads held in plastic compartments),
- Box cutters,
- Knives with blades of more than 6cm, including lockable or flick knives, ceremonial or religious knives and hunting knives made of metal or any other material strong enough to be used as a potential weapon, craft knives and utility knives and scrapers
- Scissors with blades of more than 6cm, as measured from the fulcrum,
- Martial arts equipment with a sharp point or sharp edge, including throwing stars
- Swords and sabres,
- Swordsticks, meat cleavers, machetes,
- Scalpels, crampons, grappling irons, hooked bars of iron and plates with iron spikes used in mountaineering,
- Harpoons and spears,
- Ski poles and walking or hiking poles;

Any sharp objects in your checked-in luggage should be securely wrapped to prevent injury to any staff who need to handle it.

**8.5.2 *Workmen's tools*** – tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including:

- crowbars,
- drills and drill bits, including cordless portable power drills,
- tools with a blade or a shaft of more than 6 cm capable of use as a weapon, such as screwdrivers and chisels,
- saws, including cordless portable power saws,
- blowtorches,
- bolt guns and nail guns,
- hammers, pliers, wrenches and spanners;

**8.5.3 *Blunt instruments*** – objects capable of being used to cause serious injury when used to hit, including:

- Baseball and softball bats,
- Clubs and batons, such as billy clubs, blackjacks and night sticks,
- Martial arts equipment (for example, knuckledusters, coshes, flails),
- Tennis rackets, squash rackets and so on,
- Cricket bats,
- Hockey sticks, hurley sticks and lacrosse sticks,
- Kayak and canoe paddles,
- Skateboards,
- Billiard, snooker and pool cues, Darts,
- Fishing rods;

**8.5.4** In addition to the above items, you must not have any of the items listed in 8.11 (Prohibited Items) in either carry-on luggage or checked-in luggage.

**8.5.5** The carriage of liquids, aerosols and gels into the security restricted area of an airport and onboard aircraft is controlled in accordance with current EU Security Requirements.

## 8.6 Checked-in luggage

**8.6.1** Your checked-in luggage must have your name or other personal identification on it or attached to it.

**8.6.2** When you hand over baggage to be carried in the hold as checked-in luggage we will give you a baggage identification tag for each piece of your checked-in luggage.

**8.6.3** Whenever possible, checked-in luggage will be carried on the same plane as you, unless we decide to carry it on an alternative flight for safety, security or operational reasons (e.g. we reached maximum take-off weight allowance). If your checked-in luggage is carried on a subsequent flight we will deliver it to you, unless any law that applies requires you to be present to go through customs.

**8.6.4** You are required to collect your Checked Baggage as soon as it is made available at your destination. Should you not collect it within a reasonable time, we may charge you a storage fee. Should your Checked Baggage not be claimed within three (3) months of the time it is made available, we may dispose of it without any liability to you.

**8.6.5** Only the bearer of the Baggage Identification Tag is entitled to delivery of the Checked Baggage.

**8.6.6** If a person claiming Checked Baggage is unable to produce and/or identify the Baggage by means of a Baggage Identification Tag, we will deliver the Baggage to such person only on condition that he or she establishes to our satisfaction his or her right to the Baggage.

**8.6.7** If a personal electronic device cannot be carried in the passenger cabin (for example, because it is too large), and so has to be carried in the hold, you must make sure:

- the device is totally switched off and effectively protected from being turned on accidentally;
- any app, alarm or setting that may activate the device is disabled or deactivated;
- the device is protected from accidental damage by suitable packaging or casing, or by being placed in a rigid bag and protected by adequate cushioning; and
- the device is not in the same baggage as any flammable material (for example, perfume or aerosols).

**8.6.8** A 'smart bag' (a bag that contains a lithium battery and can charge items from the USB port) can be carried in the hold as checked-in luggage as long as you remove the lithium battery before handing the bag in at the bag-drop desk or the gate. You must take the battery on the plane with you.

**8.6.9** Details on our Express Bag Drop service are available in our [regulations relating to checked-in luggage](#).

## 8.7 Items prohibited in checked-in luggage

**8.7.1** You must not have any of the items listed in 8.11 (Prohibited Items) in either your checked-in luggage or carry-on luggage.

**8.7.2** The following items must not be carried in your checked-in luggage, but should be carried in the passenger cabin as part of your carry-on luggage:

- Money, negotiable papers (documents guaranteeing the payment of a specific amount of money) or securities,
- Jewellery, precious metals or other valuables,
- Keys,
- Cameras,
- E-cigs,
- Watches,
- Medicines,
- Spectacles, sunglasses or contact lenses,
- Cigarettes, tobacco or tobacco products,
- Business documents,
- Passports and other identification documents,
- Personal electronic devices such as laptops, mobile phones and tablets or spare lithium batteries.
- Safety matches or a lighter with fuel/fluid fully absorbed in a solid and intended for use by an individual that are to be carried only on one's person.

If, despite being prohibited, any item referred to above is in your checked-in luggage, we will not be responsible for any loss of or damage to that item.

**8.7.3** Objects which are unsuitable for being carried in the hold (such as delicate but small musical instruments, wedding dresses, hat boxes and so on) may be carried in the cabin if they can be safely and conveniently secured in an extra seat which you have paid for. To book an extra seat for an item, on the booking form enter 'Item seat' as the last name and 'Extra' as the first name. 'Extra Item seat' will then be displayed in the reservation and on the boarding pass. You will need to enter your travel-document details for the extra seat during the online check-in process. There is no baggage allowance with the extra seat.

Seating in rows 1, 16 and 17 cannot be extra seats for items.

## 8.8 Animals, cargo and human ashes

**8.8.1** We do not carry animals on our flights, except for guide dogs and assistance dogs on certain routes.

**8.8.2** We do not carry cargo on our flights.

**8.8.3** You can take human ashes on the plane with you (as well as one piece of carry-on baggage) as long as you have a copy of the death certificate and the cremation certificate with you. You must make sure that the ashes are securely packaged in a suitable container with a screw top lid and protected from being broken.

## 8.9 Right to refuse baggage

**8.9.1** If we find that any of your baggage contains items that you are not allowed to carry, as set out in clauses 8.5, 8.6 and 8.11, we will refuse to carry the baggage any further while it contains those items.

**8.9.2** We may refuse to accept baggage that, in our reasonable opinion, is not properly and securely packed in suitable containers.

## 8.10 Right of search

**8.10.1** For safety and security reasons we may ask to scan and search you, and to search, scan or X-ray your baggage. Your baggage may be searched when you are not present, mainly to check whether your baggage contains any item described in clause 8.5 and 8.6 above or 8.9 below.

**8.10.2** If you do not allow us to scan and search you, or to search, scan or X-ray your baggage, we may refuse to carry you and your baggage.

**8.10.3** If a search or scan causes any physical injury to you, or an X-ray, scan or search causes damage to your baggage, we will not be liable for the injury or damage unless we are at fault or have been negligent.

## 8.11 Items prohibited for transport

You must not carry any of the following items into security restricted areas and on board an aircraft, whether in your carry-on luggage or in your checked-in luggage:

**8.11.1** Any item which could be a danger to the plane, people or property, including the following:

· *guns, firearms and other devices that discharge projectiles* – devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including:

- o firearms of all types, such as pistols, revolvers, rifles, shotguns,
- o toy guns (including recreational guns such as paint ball guns), replicas and imitation firearms capable of being mistaken for real weapons,
- o component parts of firearms, excluding telescopic sights,
- o compressed air and CO2 guns, such as pistols, pellet guns, rifles and ball bearing guns,
- o signal flare pistols and starter pistols,
- o bows, cross bows and arrows,
- o harpoon guns, spear guns and nail guns
- o slingshots and catapults,
- o stun guns, tasers, cattle prods and lasers

· *stunning devices* – devices designed specifically to stun or immobilise, including:



- o devices for shocking, such as stun guns, tasers and stun batons,
- o animal stunners and animal killers,
- o disabling and incapacitating chemicals, gases and gas containers, sprays, including tear gas, mace, pepper sprays, capsicum sprays, acid sprays and animal repellent sprays;
- *explosives and incendiary substances and devices* - explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:
  - o Ammunition,
  - o Blasting caps,
  - o Detonators and fuses,
  - o Replica or imitation explosive devices,
  - o Mines, grenades and other explosive military stores,
  - o Fireworks and other pyrotechnics,
  - o Smoke-generating canisters and smoke-generating cartridges,
  - o Dynamite, gunpowder and plastic explosives;
  - o Flammable liquids, flammable solids and substances that cause a chemical reaction,
  - o Paint, turpentine, white spirit and paint thinner,
  - o Alcohol with an ABV of more than 70% (140% proof),
  - o Toxic or infectious substances (for example, acids and alkalis, 'wet' batteries, bleach, poisons, infected blood, and bacteria and viruses),
  - o Radioactive material, including medicinal or commercial isotopes,
  - o Corrosives, including mercury, vehicle batteries, and parts which have contained fuel,
  - o More than one litre in total of edible oil (for example, olive oil),
  - o Lithium ion battery-powered vehicles (including segways and hoverboards) other than any wheelchair or mobility equipment that meets our regulations,
  - o Smart bags which the lithium battery has not been removed from,
  - o Fire extinguishers (except as authorised by fire procedures and as emergency equipment on the plane)
  - o Lighters and firelighters with a flammable liquid reservoir containing unabsorbed liquid fuel (other than liquefied gas), lighter fuel and lighter refills
  - o "Strike anywhere" matches
  - o Christmas crackers,

- o Energy-saving light bulbs,
- o Items with internal combustion engines;

**8.11.2** Items which are prohibited by a law, regulation or order of any country or state your plane is flying to or from.

**8.11.3** Items which we have good reason to believe are unsuitable for carriage because:

- they are dangerous or unsafe;
- of their weight, size, shape or character; or
- are fragile or perishable.

**8.11.4** Fish, birds or any animals killed and kept as hunting trophies.

## Article 9 - Schedules, cancellations, delays and diversions

### 9.1 Schedules

**9.1.1** When we accept your booking, the scheduled flight timings and flight numbers in force at the time will be shown in your booking confirmation or itinerary. The flight timings and flight numbers shown in your booking confirmation or itinerary may change before scheduled departure.

**9.1.2** If we change flight timings or numbers before scheduled departure, we will notify you about these changes by e-mail. We may also notify you by push notification and text message (if you gave us a phone number for this purpose) where these changes occur shortly before scheduled departure. You will be informed of your rights in accordance with clause 9.2 below.

### 9.2 Cancellations and delays

**9.2.1** If we cancel any flight you have booked, fail to operate the flight reasonably according to schedule or cancel the route, you may be entitled to the rights set out in the [Montreal Convention 1999](#) or the applicable [Passenger Rights Regulations](#).

**9.2.2** If your flight is cancelled or delayed by two hours or more, we will give you [information on your rights](#), including your rights to compensation and assistance.

### 9.3 Diversions

If, for reasons outside our control, we cannot land at the booked destination airport and are diverted to another airport, then unless the plane continues to the original destination airport after the diversion, the carriage by air will be considered to be completed when the plane arrives at that other airport. However, we will arrange alternative transport, with us or another transport provider we choose, to carry you to the destination airport set out in your booking confirmation or itinerary. You will not have to pay anything for that alternative transport.

### 9.4 Compensation for denied boarding

If we do not let you board the plane for a flight you have booked (as set out in the booking confirmation or itinerary) because a space is no longer available, we will compensate you in line with any relevant law that applies. We will give you information about your rights in these circumstances, particularly your rights relating to practical help and compensation.

## Article 10 - Refunds

### 10.1 Non-refundability

Except where clauses 4.2, 10.2, 10.3 and 10.4 of these terms apply, all amounts you pay for flights operated by us (including amounts for optional services) are non-refundable.

### 10.2 Involuntary refunds

If we give you a refund under clause 9.2, that refund will be equal to the fare you paid for the particular flight you can't take plus any associated taxes, fees and charges that you paid.

### 10.3 Death of an immediate family member who is not travelling with you

If an immediate family member who is not travelling with you dies within 28 days of your booked flight, you may claim a refund equal to the fare you paid for the particular flight (or flights) you don't take as a result, plus any associated taxes, fees and charges that you paid. You must make your claim before the date of the flight and provide a copy of the death certificate.

For the purpose of this clause, an immediate family member would be:

- your husband, wife or civil partner;
- a child or stepchild;
- a parent or step-parent;
- a brother, sister, stepbrother or stepsister;
- a grandparent or grandchild; or
- your mother/father-in-law, sister/brother-in-law, or daughter/son-in-law.

### 10.4 Death of a booked passenger

If someone on your booking passes away before your trip, Ryanair may:

- refund you the total amount for everyone travelling on your booking; or, if appropriate,
- waive the flight change fee, along with any restrictions associated with changing your flights.

You must supply suitable evidence of the death before the date you were due to travel.

To submit a refund claim please [click here](#).

## Article 11 - Behaviour on the plane

### 11.1 General

If, in our reasonable opinion:

- your behaviour on the plane causes a danger to the plane or any person or property on it;
- your actions prevent the crew from performing their duties properly;
- you do not follow any instructions of the crew, including (but not limited to) those relating to smoking, drinking alcohol or taking drugs; or
- behave in a way which we reasonably believe may anger, upset, offend, intimidate, frighten or injure any passenger or crew member;

we may take any measures we consider reasonably necessary to deal with the situation, including restraining you. You may be removed from the plane and refused a seat on any other flight, and may be prosecuted for offences you committed on the plane.

Recording or photographing our personnel, whether at the airport or onboard the plane, without their consent is strictly prohibited. Only recordings or photographs personal to You may be permitted.

### 11.2 Portable electronic devices

**11.2.1** You can use small, portable electronic devices (weighing less than 1kg) at any time during a flight if 'Flight mode' is switched on. For safety reasons, laptops and larger portable electronic devices must be stowed away (in the overhead lockers or under the seat in front of you) for take-off and landing (including while taxiing to and from the runway), and at any other time requested by the captain.

**11.2.2** Any device that can send or receive calls, text messages or any communication through the internet, and does not have a flight mode, must be switched off for the whole flight.

**11.2.3** Hearing aids and pacemakers can be used throughout the flight.

## Article 12 - Additional services

### 12.1

If we promote the services of any third party offering services other than flights (such as rail and coach transfers, hotel or hostel reservations, car rental, parking services or airport fast track services), those services are provided by the third parties and their terms and conditions will apply. We are not responsible for any aspect of their services. In particular we are not responsible for any late or incorrect information, or for a lack of information.

### 12.2

If, after selecting and paying for one travel service, you book additional travel services for your trip via our website, you will not benefit from rights applying to packages under Directive (EU) 2015/2302. Therefore, we will not be responsible for the proper performance of those additional travel services. In case of problems please contact the relevant service provider.

However, if you book any additional travel services during the same visit to our website, the travel services may become part of a linked travel arrangement. In that case we have protection in place, in accordance with EU law, to refund your payments to us for services not performed in the unlikely event of our insolvency, and, where necessary, for your repatriation. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

For more information on insolvency protection, [click here](#).

## 12.3

12.3.1 If you have received an email from us confirming that the combination of services you have booked constitutes a package, you will benefit from all EU rights applying to packages and we will be responsible for proper performance.

12.3.2 You may transfer your package to another person subject to giving us reasonable notice and subject to paying any fees arising from the transfer, including the Name Change Fee as per our Table of Fees in relation to the flight component.

12.3.3 You may cancel your package booking subject to paying a cancellation charge equal to the price of the package, less any cost savings recovered from the third-party travel service provider. You may have the right to cancel your package booking without any charge in the event of unavoidable and extraordinary circumstances occurring at the package destination affecting the performance of the package, in which case you will be entitled to a refund but no other compensation.

12.3.4 We reserve the right to make changes to your package. Any minor changes to the package (including a change of flight time of less than 24 hours, a change of carrier, a change of departure or destination airport to another within the same region, a change of accommodation or car hire to another of the same or higher standard) will not entitle you to any compensation.

12.3.5 If there is a problem with any component of your package, please first contact the relevant provider of that component, which will be us for the flight component. In the event that a relevant third-party provider does not resolve the problem or there has been a significant deficiency or failure in performance of the package, you must inform us immediately and we will make reasonable alternative arrangements.

12.3.6 We have full protection in place for packages to refund your payments and, where necessary, to ensure repatriation, in the unlikely event that we become insolvent. We have taken out insolvency protection with Arcus Solutions and underwritten by Accelerant Insurance Europe SA. Travellers may contact Arcus Solutions (Claims at , Arcus Solutions, 3 Cours Charlemagne, 69002 Lyon, France ; +4420 7065 5320) or, where applicable, the Irish Aviation Authority (The Times Building, 11-12 D'Olier Street, Dublin, D02 T449; +353 (0)1 603 1100; [info@iaa.ie](mailto:info@iaa.ie)) if services are denied because of our insolvency.

12.3.7 We reserve the right to terminate your package booking in the event we are prevented from performing the booking due to unavoidable and extraordinary circumstances, and we notify you of such termination without undue delay.

12.3.8 If you are in difficulty, such as if you are unable to return as scheduled in the package due to unavoidable and extraordinary circumstances, we will provide assistance upon request, including providing appropriate information on health services, local authorities and consular services, and assisting you to make distance communications and helping you to find alternative travel arrangements. We may charge a reasonable fee for such assistance if the difficulty is caused by you intentionally or negligently.

12.3.9 Our liability to you will in any case be limited to a maximum of three times the cost of a Package, except in cases involving personal injury or damage caused intentionally or with negligence.

## Article 13 - Administrative formalities

### 13.1 General

**13.1.1** You are responsible for getting all the travel documents and visas you need for (and keeping to all laws, regulations, orders, demands and travel requirements of) countries you are flying from and to, and catching a connecting flight in.

**13.1.2** We will not be liable for the consequences of you not getting all the travel documents and visas you need, or not keeping to all relevant laws, regulations, orders, demands and travel requirements.

### 13.2 Travel documents

Before you board the plane, you must show all exit, entry, health and other documents you must have by any law, regulation, order, demand or other requirement of the countries concerned. You must also allow us to take and keep copies of the documents. We can refuse to carry you if:

- you do not have all the travel documents you need;
- you do not meet our [regulations relating to travel documents](#); or
- there appears to be something wrong with your travel documents.

### 13.3 Refusal of entry

If the immigration authority of a country does not let you enter the country, you must pay any fines or a reasonable proportion of the fine as decided by Ryanair, which that country's government or immigration authority charges us. You must also pay the cost of transporting you back to where you flew from or elsewhere.

We will not refund costs relating to any flight you cannot use as a result of you being refused entry. If we pay any costs on your behalf, we will charge them to the credit card or debit card you used to make the booking.

### 13.4 Passenger responsibility for fines, debts, costs and so on

If we have to pay any fine, penalty or other amount as a result of you failing to meet any laws, regulations, orders, demands or other requirements of a country, or there are outstanding payment(s) due to us in respect of a previous flight or (Flight related services) owing to payment having been dishonoured, denied or recharged against us, you must reimburse us when we ask you to. We may use any amount you have paid us for flights you have not used, or have yet to use, or the value of any gift voucher, credit voucher and so on we hold for you, towards paying off any amount you owe us. We can also charge any amounts you owe us, including those arising from administrative mistakes, to the credit card or debit card you used to make the booking.

### 13.5 Customs inspection

If necessary, you must be present when your baggage is inspected by customs or any other government or airport authorities. We will not be liable to you for any loss or damage caused during the inspection or through you failing to keep to this condition.

### 13.6 Security inspection

You must agree to any security checks required by us or authorised representatives of any government or airport authorities.

### 13.7 Fraud

**13.7.1** Payments must be authorised by the cardholder named in the booking. We can cancel your booking without giving you notice if we have good reason to suspect that you or the cardholder are involved in any kind of fraudulent activity relating to flights operated by any airline in the Ryanair Group. Good reasons for us to suspect fraud include the following:

- You cannot present the card used to make the booking at the airport, if asked to do so.
- You cannot provide the cardholder's contact information for us to carry out security checks.
- The cardholder claims that the booking is fraudulent because they did not authorise the payment.
- You, or the cardholder, have previously been involved in any fraudulent activity.
- Any information provided while making the booking is incorrect, inadequate, inconsistent or linked to fraudulent behaviour.
- Incorrect or inconsistent information was entered several times to make the payment.

**13.7.2** We will not accept any claim you make that our suspicion is unjustified or false.

**13.7.3** If we reasonably suspect that you have taken part in any fraudulent activity as set out in clause 13.7.1 above, we may refuse to keep to the contract of carriage for you or your baggage (or both) in line with clause 7.2.

**13.7.4** To comply with new EU regulatory requirements to reduce fraud and increase security of your online payment transactions, from 14 September 2019 you will be required to provide additional payment authentication details at the payment stage to approve your online payment (Strong Customer Authentication). For more information, please contact your card-issuing bank.

## Article 14 - Liability for damage

### 14.1

**14.1** International travel, as defined in the Convention, is subject to the liability rules of the Convention and European Union Council Regulation No.2027/97 (as amended by Regulation No. 889/2002) which are summarised as an attachment to these Terms & Conditions. Additionally, our liability will be determined by these Terms & Conditions of Carriage.

### 14.2

**14.2** There are no financial limits to our liability for death, wounding or any other bodily injury suffered by a Passenger. We have strict liability up to 128,821 SDRs unless we can prove that the damage was caused by, or contributed to by, the negligence of the injured or deceased Passenger. For claims in excess of this limit, we may be exonerated if we can prove that we and our agents took all necessary measures to avoid the damage or that it was impossible for us or them to take such measures.

### 14.3

**14.3** We will without delay, and in any event not later than fifteen (15) days after the identity of the natural person entitled to compensation has *prima facie* been established, make such advance payments as may be required to meet immediate economic needs on a basis proportional to the hardship suffered. Such payment shall not be less than 16,000 SDRs per Passenger in the event of death. Making an advance payment shall not constitute recognition of liability and may be offset against any subsequent settlement. Advance payments made hereunder shall not be returnable unless:

**14.3.1** we prove that the Damage was caused by, or contributed to by, the negligence of the injured or deceased Passenger; or

**14.3.2** where it is subsequently proved that the person who received the advance payment was not the person entitled to compensation; or

**14.3.3** it is subsequently proved that the person who received the advance payment caused, or contributed to, the Damage by negligence.

### 14.4

**14.4** Subject to Articles 14.2 and 14.3 above, our liability provisions are as follows:

**14.4.1** Any liability we have for Damage, will be reduced by any negligence on your part which causes or contributes to the Damage in accordance with applicable law.



**14.4.2** We will not be liable for Damage to Unchecked Baggage unless such Damage is caused by our negligence.

**14.4.3** We are not liable for any Damage arising from our compliance with applicable laws or Government rules and regulations, or from your failure to comply with the same.

**14.4.4** Our liability for loss of or damage to baggage will be limited to 1,519 SDR (or its equivalent) for each piece of baggage that is lost or stolen unless you have made a special declaration of interest in delivery at destination before checking in your baggage and paid the relevant fee (increasing our liability to a maximum of 2,262 SDR).

**14.4.5** Except where other specific provision is made in these Terms & Conditions, we shall be liable to you only for recoverable compensatory damages for proven losses and costs in accordance with the Convention.

**14.4.6** We are not liable for any Damage caused by your Baggage. You shall be responsible for any Damage caused by your Baggage to other persons or property, including our property.

**14.4.7** We are liable for Damage sustained in case of destruction, loss of, or damage to, Checked Baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the Checked Baggage was in our charge. However, we are not liable if and to the extent that the Damage resulted from the inherent defect, quality or vice of the Baggage. We shall have no liability whatsoever for damage to articles not permitted to be contained in Checked Baggage under Article 8.3 above which are reasonably considered by us to be unsuitable for carriage because they are dangerous, unsafe or by reason of their weight, size, shape or character, or which are fragile or perishable having regard to, among other things, the type of aircraft being used. In the case of Unchecked Baggage, including personal items, we are liable only if the Damage resulted from our fault or that of our servants or agents. See Article 8.10 for items not permitted in the cabin and/or aircraft hold.

**14.4.8** We are not responsible for any illness, injury or disability, including death, attributable to your physical condition or for the aggravation of such condition.

**14.4.9** These Terms & Conditions of Carriage and their exclusions or limits of liability, applies to our servants, employees and representatives to the same extent as they apply to us. The total amount recoverable from us and from such employees, representatives and persons shall not exceed the amount of our own liability, if any.

**14.4.10** Nothing in these Terms & Conditions of Carriage shall waive any exclusion or limitation of our liability under the Convention or applicable laws unless otherwise expressly stated.

## 14.5

**14.5** Pursuant to Article 22 of the Convention, if you or your Checked Baggage suffer a delay in the carriage by air, we shall not be liable for Damage occasioned by a delay if we prove that we or our servants and agents took all measures that could reasonably be required to avoid such Damage or that it was impossible for us or them to take such measures. If we are liable for Damage occasioned by delay, except for cases of gross negligence Our liability for such Damage is limited as follows:

**14.5.1** for Damage caused by delay in the carriage of Passengers, our liability is limited to 6,303 SDRs for each Passenger.

**14.5.2** for Damage caused by delay in the carriage of Baggage, our liability is limited to 1,519 SDRs for each Passenger.

## Article 15 - Claims Procedure

### 15.1 Notice of claims

**15.1.1** For the purpose of a claim under 15.1.2, if checked-in luggage is accepted by the person with the baggage identification tag, and they do not complain at the time, this is evidence (unless there is evidence otherwise) that the baggage was delivered in a good condition and in line with the contract of carriage).

**15.1.2** If you want to make a claim relating to loss of or damage to your checked-in luggage, or delayed baggage, you must write to us as soon as possible.

- For loss or damage, you must write to us within seven days of getting your baggage.
- For delayed baggage, you must write to us within twenty-one days of the date it was possible for you to get the baggage.

### 15.2 Compensation claims under EU Regulation 261/2004

**15.2.1** This clause 15.2 applies to claims for compensation under EU Regulation 261/2004.

**15.2.2** Passengers must submit claims directly to us and allow us 14 days or such time as prescribed by applicable law (whichever is the lesser) to respond directly to them before engaging third parties to claim on their behalf. Claims may be submitted [here](#). If we fail to respond within the time prescribed, or passengers are unhappy with our response, passengers may engage third parties to claim / receive payment on their behalf.

**15.2.3** In order to protect its customers and maintain a good relationship with them, in cases where the passenger has not complied with clause 15.2.2, we will only process claims submitted by a third party if the claim includes the passenger's contact and payment details to enable us to make payment directly to the passenger.

**15.2.4** Clauses 15.2.2 and 15.2.3 above will not apply to passengers who do not have the capacity to submit claims themselves. The legal guardian of a passenger who lacks capacity may submit a claim to us and receive the payment on the passenger's behalf. We may request evidence that the legal guardian has authority to submit a claim and receive the payment on the passenger's behalf.

**15.2.5** A passenger may submit a claim to us and receive the payment on behalf of other passengers on the same booking. We may request evidence that the passenger has the consent of other passengers on the booking to submit a claim and receive the payment on the other passengers' behalf.

**15.2.6** In any event, save for clauses 15.2.3, 15.2.4 and 15.2.5 above, we will not process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the passenger.

**15.2.7** Passengers are not prohibited by this clause from consulting legal or other third party advisers before submitting their claim directly to us.

**15.2.8** In accordance with our procedures, and subject to clauses 15.2.2, 15.2.4 and 15.2.5 any payment will be made to the bank account of a passenger on the booking. We may request evidence that the bank account is held by the passenger concerned.

**15.2.9** Article 15.4 shall not apply regarding any compensation claim under EU Regulation 261/2004 where you are in compliance with clauses 15.2.1 to 15.2.7 of these .

## 15.3 Alternative dispute resolution

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## 15.4 Assignment

**15.4.1** The assignment of any right to compensation, damages or refund shall only be valid where the right is assigned to:

- natural persons that are registered in your flight booking as additional passengers and/or,
- if you are a member of a travel group, to other passengers of this travel group and/or,
- where the customer is a minor or otherwise not legally competent, to their guardians.

**15.4.2** In all other cases the assignment of any right to compensation, damages or refund against us to third parties shall be invalid. This prohibition of assignment does not apply where assignment or subrogation of the claim is required by law.

## 15.5 Time limit for claims

**15.5.1** Any right to damages under the Montreal Convention 1999 will end if you do not make a claim within two years of the date that:

- you arrived at your destination;
- the plane was scheduled to arrive at your destination; or
- the date the carriage set out in your booking ended;
- as decided by the law of the court where the case is heard.

**15.5.2** The time limit for claiming compensation under the applicable Passenger Rights Regulations will be decided in line with the law of the court where the case is heard (e.g. six years for the courts of England and Wales).

## 15.6 Exchange Rate

If you are claiming compensation (either direct through us or through the courts) under the applicable Passenger Rights Regulations in a currency other than euro, you must use the exchange rate that applied on the scheduled departure date of the flight the claim relates to. That date is shown on the website at [www.xe.com](http://www.xe.com). If you use a different exchange rate, we will still use the appropriate rate on the website at [www.xe.com](http://www.xe.com).

## Article 16 - Carrier's regulations

Carriage of you and your Baggage is also provided in accordance with our Regulations which are binding upon you. These Regulations concern our fees, air carrier liability for passengers and their baggage, travel documentation, checked and cabin baggage (including the carriage of sports equipment and/or musical instruments), the carriage of children, infants and young persons, reduced mobility, blind/vision impaired passengers, pregnant or sick passengers, carriage of assistance animals, flight and name changes, priority boarding, ATOL information, and air carrier information. ([click here for Regulations](#)).

## Article 17 - POINT TO POINT

We are a 'point-to-point' airline. We do not transfer passengers or baggage to other flights, whether or not they are operated by us.

## Article 18 - Forms of Payment

### 18.1

In the interests of public health and hygiene, in light of the risks associated with cash handling highlighted by the Covid-19 crisis, we only accept credit and debit card payments for fares, taxes, fees, charges, ancillary services and inflight purchases. Some airports may have their own arrangements for accepting cash and will often accept major debit cards issued in their country. If you intend to pay any fare, tax, fee or charge at the airport, contact the airport beforehand to find out if they will accept cash or which debit cards they will accept.

### 18.2

You may have to pay a fee, depending on how you make a payment and where the payment service provider (for example, the bank or credit-card provider) is located. The fee will be a cost-related percentage of the total transaction value. You can get more information on the fee from the Useful Info section of our website. The fee will be added to the total price of the booking.

### 18.3

At the moment we can only accept payments made by Apple Card through our mobile app.

### 18.4

If you pay for your flights with a form of payment that is in a currency other than the currency of the country the flight is departing from, you will be charged in the currency that form of payment is billed in, after we have applied a conversion rate. You can check the actual amount you will have to pay in

that currency before you authorise the payment. If you are paying with a card issued in Greece or Spain, your payment will be processed in that country. Otherwise, your payment will be processed in the Republic of Ireland.

## Article 19 - Interpretation

The title of each Article of these Terms & Conditions of Carriage is for convenience only and is not to be used for interpretation of the text.

## Ryanair regulations on specific subjects

### 1 Our liability for passengers and their baggage

The information in this regulation summarises the liability rules which all community air carriers (airlines that are based in the EU, EEA or Switzerland) must follow under EU laws and regulations, and the Montreal Convention 1999.

#### 1.1 Compensation in the case of death or injury

There are no financial limits to the compensation we may have to pay for the death of or injury to a passenger. We must pay claims for compensation of up to 128,821 SDR. We can dispute claims for compensation of 128,821 SDR or more if we can prove that we were not negligent or otherwise at fault.

#### 1.2 Advance payments

If a passenger is killed or injured, we must make an advance payment to cover immediate financial needs of the person entitled to compensation. We must make the payment within 15 days from the date the person who is legally entitled to compensation is confirmed. An advance payment resulting from a passenger's death must be at least 16,000 SDR.

#### 1.3 Passenger delays

In the case of passenger delays, we are liable for loss, damage, death or personal injury unless:

- we took all reasonable measures to avoid the loss, damage, death or personal injury; or
- it was impossible for us to take the measures necessary to avoid the loss, damage, death or personal injury.

Our liability for passenger delay is limited to 4,694 SDR.

## 1.4 Baggage delays

In the case of baggage delays, we are liable unless:

- we took all reasonable measures to avoid the delay; or
- it was impossible for us to take the measures necessary to avoid the delay.

The liability for baggage delay is limited to 1,519 SDR.

## 1.5 Loss of or damage to baggage

We are liable, up to a limit of 1,519 SDR, for the destruction of, loss of or damage to baggage. In the case of checked-in luggage, we are liable even if we were not at fault, unless the luggage was faulty or unsuitable. In the case of carry-on baggage, we will only be liable if we were at fault.

## 1.6

When you report delayed, lost or damaged baggage at the airport, this is not a claim for compensation. You must make a claim direct to us within the time limits shown below, which are set by the Montreal Convention 1999.

- You must report damaged baggage at the airport straight away and make your claim to us within seven days from then.
- You must report lost baggage at the airport straight away and make your claim direct to us within 21 days from the date the baggage was placed at your disposal.

## 1.7 Higher limits for baggage

Under the Montreal Convention 1999, our liability for lost, damaged or delayed baggage is limited to 1,519 SDR (approximately €1800) for each piece of luggage. You can increase our liability for checked-in luggage at the ticket desk by making a special declaration of interest in delivery at destination before checking in your baggage and paying a fee of €50/£50 (or the equivalent in your local currency), plus VAT for domestic flights. You must pay the fee for each passenger per one-way flight. This fee raises our limit of liability for checked-in luggage to 2,262 SDR (approximately €2600).

## 1.8 Liability of different carriers

If the air carrier you flew with is not the same as the air carrier shown on your ticket, you can claim compensation from either airline.

## 1.9

You must make any claim within two years from the date the plane arrived at the relevant airport, or the date the plane should have arrived at the airport.

## 1.10 Basis for the information above

The rules above are based on the Montreal Convention 1999.

## 2 Travel documents – photo ID

Each passenger must carry photo ID which meets our requirements and the requirements of the relevant immigration authority and other authorities. You must pay any amounts we are charged as a result of a passenger in your party not carrying the necessary photo ID.

### 2.1 Photo ID needed for travelling abroad

#### 2.1.1 Photo ID accepted

- A valid signed passport (Note: all non-EU passport holders, travelling into a Schengen member country\* are obliged to ensure that their passport is valid for at least 3 months from the date of their departure from the Schengen member country. This requirement does not apply to holders of a Schengen issued residence permit or long-term visas).
- For travel outside the EEA (European Economic Area), the passport must be valid for the period of the intended stay except for the below countries:

For travel to Jordan, the passport must be valid for at least six months beyond the period of intended stay (for holders of Italian passport, three months beyond the period of intended stay);

For travel to Turkey, the passport must be valid for at least 150 days from the arrival date;

For travel to Montenegro, the passport must be valid for at least 3 months beyond the period of intended stay;

For travel to Bosnia and Herzegovina, the passport must be valid for at least 3 months beyond the period of intended stay;

For travel to Egypt, the passport must be valid for at least six months from the arrival date;

For travel to Albania, the passport must be valid for at least 3 months from the arrival date.

- UK passport holders travelling into a Schengen\*/EU member country (excluding Ireland) as of 1st January 2021 must make sure that their passport:

is valid for at least three months from the date they will leave the Schengen member country unless the person has a Schengen-issued residence permit or long-term visa.

was issued within the previous 10 years upon the date of arrival unless the person holds a Schengen-issued residence permit or long-term visa, in which case no specific passport validity requirements apply.

- From 1st October 2021, nationals of the EEA/EU or Switzerland travelling to the UK must be in possession of a valid passport, as National ID cards issued by the EEA/EU and Switzerland are no longer acceptable to enter the UK (unless you hold a form of residence status in the UK). For more information, please visit the UK Government's official website via the link below: <https://www.gov.uk/guidance/passport-rules-for-travel-to-europe>

Ryanair requires all passengers travelling into the UK to have a valid (i.e. in date) passport for their arrival and departure dates to and from the UK (the UK Authorities do not require a minimum of 3 months passport validity), so as long as the passenger's passport is in date for both the arrival date into the UK, and the later departure date from the UK, it will be accepted as valid for travel on Ryanair flights into the UK.

- A valid National Identity Card issued by the government of a EU or EEA country, or Switzerland\*\*.

The following countries accept national identity cards issued by the Government of an EEA Country:

- Bosnia and Herzegovina, Serbia, and Montenegro;
  - Albania, if ID card issued by Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Greece, Germany, Hungary, Ireland, Italy, Malta, Netherlands, Latvia, Liechtenstein, Lithuania, Luxembourg, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden;
  - Egypt, if ID card issued by Belgium, France, Germany, Italy, Portugal;
  - Turkey, if ID card issued by Belgium, Bulgaria, France, Germany, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Netherlands, Poland, Portugal, Spain, Switzerland;
  - Georgia (except ID cards issued by Denmark and Norway)
- An Irish Passport Card (only for Irish citizens travelling within the EU, the EEA, Albania, Bosnia, Montenegro and the UK).
  - A valid Greek National Police identity card (only for travelling within the EU).
  - A valid UN Refugee Convention Travel Document – (issued under Article 28(1) of the 1951 UN Convention, by a Government in place of a valid passport).
  - A valid Convention Travel Document – (issued under Article 27 of the 1954 UN Convention for Stateless Persons, by a contracting state in place of a valid passport).
  - A valid collective passport issued by an EU/EEA country.

The country of destination may also require a valid VISA in addition to a valid photo ID. Please check VISA requirements with the local embassy or consulate.

### **2.1.2 Special requirements for minors under the age of 18**

Any children included in the parent's passport must have their own visa (if required) and must be travelling with the adult named in the visa.



Some countries' immigration departments may require additional documentation for children aged below 18 years, who are travelling abroad and unaccompanied. Please, check with the Consulate or Embassy of the country they are planning to visit and/or via the [IATA Travel Centre](#), requirements and the extra documentation that minors may need.

Some non-exhaustive examples of accepted documents are as follows:

- A valid '*Kinderreisepass*': travel document issued to children under 16 by the German Government.
- French residents under the age of 18 who are travelling without a parent or guardian must show a completed AST (*Autorisation de sortie du territoire*), and the documents specified in the AST.
- Italian citizens under the age of 14 who are travelling with the new-style ID card '*Carta d'identità*' and with one or both parents can travel on EU and Schengen\* flights without any other documents if the parent's or guardian's name is mentioned in the ID card. Otherwise, the parent or legal guardian must carry the child's birth certificate or family status certificate. If the child under 14 is travelling with the new-style ID card, with a person who is not their parent or legal guardian, the child must have a "*dichiarazione di accompagnamento*" signed by both parents or the legal guardian and stamped by the passport authority.
- Portuguese residents under 18 who are flying between Portugal and a non-Schengen member state\*, and are not with a parent or legal guardian, need a travel authorisation. This must be signed by both parents or a legal guardian. If the parents or legal guardian live in Portugal, the signatures (or signature) must be notarised (signed by a person who has legally certified parental responsibility and to confirm that the signatures are authentic). If the parents or legal guardian do not live in Portugal, the signatures (or signature) must be confirmed as authentic by a Portuguese embassy or consulate in the country where they live. This travel authorisation is also needed when minors are accompanied by someone who is not a parent or legal guardian. In this case the travel authorisation must also clearly show the name of the person. Foreign minors under 18 years and travelling alone may be refused entry if they do not have anyone in Portugal taking responsibility for their stay.
- Spanish resident children under the age of 18 who are travelling without their parents/legal guardians must have a form (collected from their local police station or other appointed Spanish authority) of written authorisation to travel from their parents. This form will need to be presented at the passport control. In the case of foreign minors residing in Spain, their legal representatives must complete appropriate documentation in accordance with their national legislation before the competent consular authorities.

#### **DOMESTIC FLIGHT - TRAVEL DOCUMENTS ACCEPTED:**

### 2.2 Domestic flights - photo ID accepted

Country	Adults	Minors

France	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Any valid driving licence with a photo</li> <li>Valid residence permit</li> <li>Carte Vitale with photo</li> </ul>	<p>Aged under 13</p> <ul style="list-style-type: none"> <li>No photo ID is needed if travelling with an adult</li> </ul> <p>Aged 13 to 18</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Valid residence permit</li> <li>Carte Vitale with photo</li> </ul>
Greece	<p>Aged 12 or over</p> <ul style="list-style-type: none"> <li>National identity card (valid or expired) issued by one of the countries listed below this table</li> <li>Greek Police ID card</li> <li>Valid passport</li> <li>Any valid driving licence with a photo</li> <li>An official document with a photo which has the relevant authority's stamp on all or part of it</li> </ul>	<p>Aged under 12</p> <ul style="list-style-type: none"> <li>National identity card (valid or expired) issued by one of the countries listed below this table</li> <li>Valid passport</li> <li>Confirmation of identity from a Citizen Service Centre or the police</li> </ul>
Italy	<p>Aged 15 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Any valid driving licence with a photo</li> <li>Nautical licence</li> <li>Pension card or book</li> <li>Heating installation licence</li> <li>Firearm licence</li> <li>ID card or badge with a photo, issued and stamped by the Italian Government</li> <li>Identity card issued to civil servants and soldiers</li> <li>AT or BT card</li> </ul>	<p>Italian citizens aged under 15</p> <ul style="list-style-type: none"> <li>Birth or citizen certificate with a photo confirmed as true by the police</li> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> </ul> <p>EU citizens and Schengen citizens (see the list below this table) aged under 15</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> </ul>

Spain	<p>Spanish citizens aged 15 or over</p> <ul style="list-style-type: none"> <li>• Passport (valid or expired)</li> <li>• National identity card (valid or expired)</li> <li>• Valid Spanish driving licence</li> </ul> <p>Citizens of the EU, a Schengen country (see the list below this table) or Andorra, aged 15 or over</p> <ul style="list-style-type: none"> <li>• Passport (valid or expired)</li> <li>• National identity card (valid or expired)</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country or Andorra</li> <li>• Valid Spanish driving licence</li> </ul> <p>Third country citizens (see the list below this table) aged 15 or over</p> <ul style="list-style-type: none"> <li>• Valid passport or travel document</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country (see the list below this table)</li> <li>• Valid Spanish driving licence</li> </ul>	<p>Spanish citizens aged under 15</p> <ul style="list-style-type: none"> <li>• No photo ID is needed</li> </ul> <p>Spanish citizens aged 16, 17 or 18 travelling without an adult aged 18 or over</p> <ul style="list-style-type: none"> <li>• Valid passport or national identity card issued by one of the countries listed below this table</li> </ul> <p>Citizens of the EU, a Schengen country (see the list below this table) or Andorra, aged under 15</p> <ul style="list-style-type: none"> <li>• Passport (valid or expired)</li> <li>• National identity card (valid or expired) issued by one of the countries listed below this table</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country (see the list below this table)</li> </ul> <p>Third country citizens (see the list below this table) aged under 15</p> <ul style="list-style-type: none"> <li>• Valid passport or travel document</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country (see the list below this table)</li> </ul>
UK	<p>Aged 16 or over</p> <ul style="list-style-type: none"> <li>• Any photo ID which matches the passenger's name in the booking</li> </ul>	<p>Aged under 16 and travelling with an adult aged 18 or over</p> <ul style="list-style-type: none"> <li>• No photo ID is needed</li> </ul>
Poland	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>• Valid passport</li> <li>• Valid national identity card issued by one of the countries listed below this table</li> <li>• Any valid driving licence with a photo</li> <li>• Valid Polish Digital ID - mDowod (in the mObywatel app)</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>• Valid passport</li> <li>• Valid national identity card issued by one of the countries listed below this table</li> <li>• School ID</li> <li>• Valid Polish Digital ID - mDowod (in the mObywatel app) - aged 13 or over</li> </ul>

Portugal	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Valid Portugal Digital ID</li> <li>Any valid driving licence with a photo</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> </ul>
Germany	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Any photo ID which matches the passenger's name in the booking</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>Any photo ID which matches the passenger's name in the booking</li> </ul>
Romania	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Any photo ID which matches the passenger's name in the booking</li> </ul>	<p>Aged under 14 and travelling with an adult aged 18 or over</p> <ul style="list-style-type: none"> <li>Birth certificate</li> <li>Between 14-18 years of age: ID card</li> </ul>
Ireland	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card</li> <li>Any type of photo ID</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>Birth certificate</li> <li>Any photo ID</li> </ul>

### National identity card issuing countries

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Netherlands, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland

### Schengen countries

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland

### Third countries

Any countries outside of the EU/EEA - (incl. UK as of 1st January 2021)

## 3 Baggage allowances

### 3.1

Each passenger can take one small item of carry-on baggage (up to 40cm x 20cm x 25cm) on the plane with them. Our small bag sizers measure 42cm x 20cm x 30cm.

There is no carry-on baggage allowance for children under two who do not have their own seat reserved and will travel on an adult's knee. However, the adult can carry a baby bag weighing up to 5kg as well as their own carry-on baggage.

### 3.2 Priority & 2 Cabin Bags and 10kg Check-in Bag

Passengers who have booked Priority & 2 Cabin Bags (including those with a Regular or Flexi Plus ticket, and those who purchased a Plus ticket prior to 11 December 2019) can take a small carry-on bag (up to 40cm x 20cm x 25cm) and a large item of carry-on baggage (weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) on the plane with them, unless we have good reason to place the large item of baggage in the hold. In this case, take any valuables out of the baggage.

You can choose and pay for Priority & 2 Cabin Bags when you make your booking, or through our app up to 40 minutes before the scheduled departure time.

The current fee for Priority & 2 Cabin Bags is given in our [table of fees](#).

If you book a 10kg Check-in Bag (with maximum dimensions of 55cm x 40cm x 20cm), you can take your small carry-on bag on the plane with you, but you must check the large item of baggage in at the bag-drop desk before you go through security. The terms and regulations relating to checked-in luggage will then apply to that item of baggage.

The current fee for 10kg Check-in Bag is given in our [table of fees](#).

After you have made your booking, you can add 10kg Check-in Bag to your reservation through the 'Manage my bookings' section of our website up to two hours before the flight's scheduled departure time, or through the our app up to 40 minutes before the scheduled departure time.

Non priority customers who have not added a bag to their booking can still purchase a 10kg Check-in Bag at the airport bag drop desk or at the boarding gate for € / £35.99 - € / £ 60.00 In this case, take any valuables out of the baggage.

If your carry-on baggage is too large it will not be allowed through the boarding gate. In this case it will be placed in the plane's hold and you will have to pay a fee of € / £70.00 - € / £ 75.00 (plus VAT on domestic flights).

If you are not sure whether your carry-on baggage is too big, check at the bag-drop desk before you go through security.

### 3.3 Checked-in baggage allowance

Each passenger can check in up to three items of luggage, each weighing up to 20kg, if you:

- choose a checked-in baggage allowance of 20kg for each item of luggage to be checked in; and
- pay the 20kg check-in bag fee for each item of checked-in luggage;

when you make your booking.

The fee has to be paid for each one-way flight (outbound and return).

After you have made your booking, you can add checked-in luggage to your reservation, through the [My Bookings](#) section of our website, up to two hours before the flight's scheduled departure time.

The fees for checked-in luggage are higher through our call centre or at the airport, at peak travel periods such as Christmas, Easter and the summer, and on certain routes. The fees you have to pay are the ones that apply at the time.

The current fee for a 20kg baggage allowance is given in our [table of fees](#).

### 3.4 General rules on checked-in luggage

You can share any checked-in baggage allowance you have paid for with baggage being checked in, at the same time, by other passengers included in your booking.

If an item of baggage weighs more than your checked-in baggage allowance, you will have to pay an excess-baggage fee. This is currently €12/£12 (or the equivalent in the local currency) for each kilogram over the allowance.

At airports with self-service kiosks, you must have paid any fees for checked-in baggage and excess baggage, and handed over your checked-in luggage at a bag-drop desk, at least 40 minutes before the scheduled departure time for your flight.

### 3.5 Express Bag Drop

If you purchase checked luggage with a standard fare or as part of a fare bundle, you may avail of Express Bag Drop for a fee of €5 (see [Table of Fees](#)). Express Bag Drop will allow you to skip the queue at the standard bag drop desk and drop your bag at the Flexi Plus desk instead.

Express Bag Drop must be purchased for all check-in bags on the booking. You may not purchase it for selected check-in bags.

It is available on selected routes only and may be purchased on the website during booking flow.

Express Bag Drop is not available to bookings with Erasmus discount.

Express Bag Drop is not available to bookings with connecting flights.

Express Bag Drop is not available on Spanish subsidised tickets.

### 3.6 Pushchairs, etc

You can check in one fully collapsible pushchair (including double pushchairs), travel system or baby sling per child, plus one car seat, booster seat or travel cot, free of charge. You can book online to check in other items of equipment for babies and toddlers (with a maximum weight of 20kg per

item). The fee for this is €15/£15 per item for each one-way flight (outbound and return).

### 3.7 Sporting equipment and musical instruments

Sporting equipment (including large fishing rods, golf clubs, bikes, scooters, fencing equipment, pole vaults, javelins, surfboards, bodyboards, snowboards and skis) and large musical instruments (including harps, double bass and drums) are unsuitable for being carried in the cabin on our flights. However, for a fee, these items, each weighing up to 20kg, can be carried in the hold (though not part of your checked-in baggage allowance).

Note: bicycles carried in the hold must be in a protective box or protective bike bag. We cannot carry electric bicycles on our flights.

If any sporting equipment or musical instrument weighs more than 20kg, you will have to pay an excess-baggage fee.

Smaller musical items (such as guitars, violins or violas) larger than 40cm x 20cm x 25cm can be carried in the cabin on a seat you have reserved and paid the appropriate fare for. You do not get extra baggage (carry-on or checked-in) for the extra seat.

To book an extra seat for an item, for the passenger's name type in 'ITEM SEAT' as the surname and 'EXTRA' as the first name. 'EXTRA ITEM SEAT' will then be shown in your booking and on the online boarding pass. When checking in online, for the extra seat you must enter the details of your travel document. If you have booked an extra seat for an item or your comfort, you cannot reserve a seat in emergency rows 1, 16 and 17.

### 3.8

For health and safety reasons, items weighing more than 32kg or with dimensions of more than 81cmx119cmx119cms cannot be taken on the plane or carried in the hold. This weight limit does not apply to mobility equipment.

We are not liable for any loss of or damage to items as a result of any flaw or fault in, or the poor condition of, the baggage. We will also have no liability for fragile items, perishable items or items that are packed in an unsuitable way.

You must keep to article 8 of these terms, which relate to baggage.

## 4 Babies, children and family bookings

### 4.1 Unaccompanied children

We do not carry unaccompanied children under 16. We cannot provide an escort or special facilities.

If you want a child passenger to travel with an adult (aged 18 or over) who is already booked on a flight, you must make a new reservation for the child (as if they were an adult) and then link it to the existing reservation. You can only link reservations by contacting us on live chat or calling the call centre. You cannot link bookings at the airport. Click here for further details on how to contact us.

You can link bookings up to four hours before the scheduled departure time. Linking the bookings is free if the existing booking was made less than 24 hours beforehand. After 24 hours you would need to pay a booking fee (€30/£ 30).

Children you made a separate reservation for cannot check in online and must check in at the airport desk while you (or another adult travelling on the linked booking) are present.

If you do not follow the above procedure for linking bookings, the child will not be able to get on the plane.

## 4.2 Babies

We do not carry babies less than eight days old. For safety reasons, babies (aged 8 days to 23 months):

- must sit on an adult's lap using an infant seat belt provided by the cabin crew; or
- can travel in their own seat in an approved forward-facing car seat or using an Amsafe CARES child restraint (if they are 12 months or older).

To book a seat for the baby, phone a call centre or have a live chat with an agent online. A full fare has to be paid for a seat for a baby. [Click here](#) for further details on how to contact us.

The infant fee for each baby travelling on an adult's lap is €25/£25 (or the equivalent in the local currency) for each one-way flight.

There must be at least one adult for each baby in your booking.

For each baby in your booking, you can take a baby bag weighing up to 5kg (as well as your own carry-on baggage) on the plane.

## 4.3 Reserved seats for family bookings

If your booking includes a child (or children) aged over 23 months but under 12, you must pay to reserve a seat. The child (or children) in the booking will get a free reserved seat with you.

A maximum of four children for every one adult on the booking will get a free reserved seat. No other adults or teenagers in the booking need to reserve a seat, but they can choose to if they want to be sure of sitting with the children.

The price for reserving your seat in rows 18 to 33 starts at €6/£6. If you reserve a seat in a different row, you will be charged the difference in price for your seat. Children will be charged the full price of these seats.

If, due to high demand, seats in rows 18 to 33 are not available for everyone in your booking, all adults who need to reserve a seat to travel with a child can reserve a seat in rows 11 to 15 for the difference in price, or try different travel dates. The child's reserved seat will still be free.

If there are not enough seats in rows 11 to 15 for everyone in your booking, all adults who need to reserve a seat to travel with a child can reserve a seat in rows 6 to 10 for the difference in price.

If, on the flight you want, there are not enough seats available for everyone in your booking to sit together, you can choose a different flight.



## 5 Regular, Plus, Family Plus and Flexi Plus tickets

### 5.1 Regular

Regular fares are only available when you make your booking online and may not be purchased through call centres / airports. Also, you cannot upgrade to Plus or Flexi Plus at a later stage.

All Regular fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our General Terms and Conditions of Carriage apply.

The following services are included in Regular fares:

- A reserved standard seat
- Priority & 2 Cabin Bags

Regular fares are not available to bookings with Erasmus discount.

### 5.2 Plus

From 11th of December Plus fares are available on all flights and must be paid for all passengers and flights in your booking.

Plus fares are only available when you make your booking. Also, you cannot upgrade to Flexi Plus at a later stage.

All Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our general terms and conditions of carriage apply.

**The following services are included in Plus fares.**

- One small bag
- One 20kg item of checked-in luggage
- A reserved standard seat
- Free check-in at the airport. Free airport check-in will only be available for those passengers who have booked Flexi Plus via the official Ryanair website or App. Bookings made through online travel agents are expressly excluded from this service.

Plus fares are not available to bookings with Erasmus discount.

Plus fares will not be available to bookings with connecting flights.

### 5.3 Family Plus

Family Plus fares are available on all flights for bookings of up to six passengers with at least one child or teen.

All Family Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our general terms and conditions of carriage apply.

The following services are included in Family Plus fares:

- One 20kg item of checked-in luggage

- A reserved standard seat for €4 for all adults and teens on the booking who are not required to reserve a seat
- One 10kg check-in bag for any passenger on the booking

Family Plus fares are not available on Spanish subsidised routes.

## 5.4 Flexi Plus

Flexi Plus services are available on all flights and must be chosen for all passengers and flights in a booking. You can only buy these fares at the time you make your booking.

All Flexi Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our general terms and conditions of carriage apply.

The following services are included in Flexi Plus fares:

- Free check-in at the airport. Free airport check-in will only be available for those passengers who have booked Flexi Plus via the official Ryanair website or App. Bookings made through online travel agents are expressly excluded from this service.
- Any reserved seat
- Priority & 2 Cabin Bags
- Flexibility on changes to tickets
- Fast-track security service at the following airports

London Stansted, Brussels Charleroi, Milan Bergamo, Barcelona, Malaga, Birmingham, Manchester, East Midlands, Glasgow, Edinburgh, Frankfurt Hahn, Hamburg, Stuttgart, Eindhoven, Brussels (Zaventem), Stockholm (Skavsta), Budapest, Warsaw Modlin, Liverpool John Lennon, London Gatwick, Rome Ciampino, Rome Fiumicino, Cologne/Bonn and Athens.

### Flexi Plus –

#### Changing your booked flight or route

With a Flexi Plus fare, you can change your booked flight before or on the day of travel, without paying the Flight Change Fee, to a flight on the same or different route as your original flight (if a seat is available), but you must pay the fare difference. If you are changing to a later flight, you can make the change up to one hour before the departure time of the original flight. If you are changing to an earlier flight, you can make the change:

- up to 40 minutes before the new flight if you make the change at the airport ticket desk; or
- up to 1 hour before the new flight if you make the change through a [contact centre](#).
- up to 2.5 hours before the original or new flight if you make changes [online](#).

If you have already checked in online for the original flight, you will need to contact us to uncheck that flight before you can make the change. With a Flexi Plus ticket you can check in at the airport free of charge.

You can change the route of all flights in a booking online through My bookings section. However, once you have taken the outbound flight, you can only change the route of the return flight at an airport ticket desk or through a [call centre](#). You can only change the route between the same departure country and destination country.

When you change a flight, the services included in Flexi Plus are transferred to the new flight (if those services are available for that flight). If a service cannot be transferred, you will not get a refund of any part of the Flexi Plus fare.

#### Flexi Plus – name changes

Regulation 13 still applies to name changes, and you will need to pay the appropriate fee

## 6 Passengers with disabilities or reduced mobility

### 6.1 (Notice under EC regulation 1107/2006: Carriage of Disabled Persons and Persons with Reduced Mobility)

For passengers travelling with guide dogs or assistance dogs

#### •Assistance type BDGR

Passenger who is travelling with a guide dog or assistance dog and who needs:

- someone to walk with them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from cabin crew.

#### •Assistance type PETC

Passenger who is travelling with a guide dog or assistance dog but does not need help through the airport.

For passengers with limited or no mobility in the cabin

#### •Assistance type WCHC

Passenger who needs help through the airport (departure and arrival), getting on and off the plane, and getting into and out of their seat on the plane.

#### •Assistance type WCHS

Passenger who needs help through the airport (departure and arrival), and up and down the steps to the plane.

Passenger with cognitive or non-visible disability requiring assistance.

#### •Assistance type DPNA

Passengers booking the DPNA assistance type code should contact our Special Assistance team to provide details on the type and level of assistance required.

For passengers who are blind or partially blind

#### •Assistance type BLND

Blind or partially sighted passenger who needs:

- someone to walk them through the airport (departure and arrival) to their seat on the plane; and

- a separate safety briefing from the cabin crew.

## 6.2 Seating restrictions for certain categories of passenger

In line with regulatory requirements (CAT.OP.MPA.155), cabin crew must make sure that access to emergency equipment, and escape routes, must not be obstructed. This may mean that you may not be allowed to sit on, or may be moved from, certain seats.

For safety reasons, if you need a type of special assistance listed in 6.3 below, you must have a seat next to a window (unless someone you are travelling with is in the window seat or the number of passengers on the plane allows for an empty seat between you and the window).

If you have limited mobility in the cabin, are on oxygen because of a medical condition, or will be using an Amsafe restraint, Crelling harness, GoTo seat, Burnett Body Support or Meru chair, you and one person you are travelling with can be allocated suitable seats, free of charge, if you call or email the [Special Assistance Team](#). You cannot be allocated a seat for free next to an emergency exit or in a priority or extra-legroom seat.

If you arrange a suitable seat through the [Special Assistance Team](#), you will be taken to your seat after the other passengers have boarded the plane.

The minimum distance between our seat rows, measured from the back of one seat to the back of the seat in front, is 73.66cm (29 inches). The minimum seat width between the armrests is 39.37cm (15.5 inches). The minimum size of our plane doors is 76.2cm x 165.1cm (30 x 65 inches). If the size of our seats or plane doors are unsuitable as they do not meet your needs, we will not let you board the plane. If you need [special assistance at the airport](#) you can book this on our website up to 48 hours before your flight. After this time, you can book special assistance up to 12 hours before the scheduled flight departure by contacting our [Special Assistance Line](#). By this time the assistance you need may not be available, but the staff at the airport's special-assistance desk will do everything reasonably possible to help you.

If you have booked special assistance, you must go to the airport's special-assistance desk two hours before the scheduled flight departure. You should then arrive at the boarding gate at least 30 minutes before departure.

You need to keep your boarding pass or special assistance receipt to show at the destination airport so you can get special assistance there.

Important: If you have not contacted us and are carrying two pieces of carry-on baggage (not counting medical equipment), they will be charged the relevant check-in bag fee, unless they have priority boarding or 10kg Check-in bag on their boarding pass.

## 6.3 Types of assistance needed

For passengers travelling with guide dogs or assistance dogs

- Assistance type BDGR

Passenger who is travelling with a guide dog or assistance dog and who needs:

- someone to walk with them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from cabin crew.

•Assistance type PETC

Passenger who is travelling with a guide dog or assistance dog but does not need help through the airport.

For passengers with limited or no mobility in the cabin

•Assistance type WCHC

Passenger who needs help through the airport (departure and arrival), getting on and off the plane, and getting into and out of their seat on the plane.

•Assistance type WCHS

Passenger who needs help through the airport (departure and arrival), and up and down the steps to the plane.

For passengers with learning disabilities

•Assistance type DPNA

Self-reliant passenger ([see regulation 7.1](#)) with a learning disability who:

- can understand and respond to safety instructions; and
- needs help through the airport (departure and arrival) to the boarding gate.

For passengers who are blind or partially blind

•Assistance type BLND

Blind or partially sighted passenger who needs:

- someone to walk them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from the cabin crew.

## 6.4 Reserving special assistance at the airport

If you need [special assistance at the airport](#) you can book this on our website up to 48 hours before your flight. After this time, you can book special assistance up to 12 hours before the scheduled flight departure by contacting our [Special Assistance Line](#). By this time the assistance you need may not be available, but the staff at the airport's special-assistance desk will do everything reasonably possible to help you.

If you have booked special assistance, you must go to the airport's special-assistance desk two hours before the scheduled flight departure. You should then arrive at the boarding gate at least 30 minutes before departure.

You need to keep your boarding pass or special assistance receipt to show at the destination airport so you can get special assistance there.

Important: If you have not contacted us and are carrying two pieces of carry-on baggage (not counting medical equipment), they will be charged the relevant check-in bag fee, unless they have priority boarding or 10kg Check-in bag on their boarding pass.

## 6.5 Travelling with mobility aids or medical equipment

If you have reduced mobility you can take two pieces of mobility equipment, plus medical equipment you need for the duration of your stay, on the plane free of charge.

If you want to have medical equipment in your checked-in luggage, you must contact our [Special Assistance Line](#) to get a 'checked baggage waiver' letter to show staff at the bag-drop desk.

If you want to take medical equipment on the plane as carry-on baggage, you must contact our [Special Assistance Line](#) to get a 'cabin baggage waiver' letter to show staff at the boarding gate.

## 6.6 Aisle wheelchairs and toilets

We have aisle wheelchairs available on all our planes and our crew are trained in using them to help passengers with reduced mobility get to and from the toilet door.

There are three toilets on our planes – two at the back of the plane and one at the front – and they all have a grab rail.

## 7 Passengers who need to be accompanied by an adult

If you are not self-reliant (see below), you must travel with a non disabled adult aged 16 and over who could provide any help you need with the tasks listed in 7.1.

### 7.1 Guidelines on being self-reliant

The information below on being self-reliant is set out by the UK Department for Transport – Access to Air Travel for Disabled People: Code of Practice (July 2008) and in the European Commission's guidelines on applying EC regulation 1107/2006 (2012). Each passenger must be self reliant by reference to all of the categories below. If not, then he/she must travel with a non disabled accompanying adult aged 18 and over who is capable of providing the assistance required. Otherwise, the passenger will be denied boarding.

To be self-reliant, you must be able to:

- fasten/unfasten your seatbelts when instructed to do so by crew
- fit the lifejacket unaided when instructed to do so by crew;
- put an oxygen mask on unaided when the crew says to do so; and
- understand the safety briefing and any advice and instructions the crew could give in an emergency situation.

You must also travel with an adult if you need help with any of the following areas to travel with a personal assistant. Failure to do so will lead to denied of boarding or relevant services if we believe that the passengers' carriage may pose a risk to crew or aircraft safety.

- feeding; (passengers must be able to feed themselves unaided);
- using the toilet; (passengers must be able to use the toilet facilities unaided);or
- taking medication or performing medical procedures (passengers must be capable of administering their own medicines and medical procedures).

If you are travelling with an accompanying adult because you have a disability or reduced mobility, we will do our best to make sure you sit together.

An adult can only accompany one passenger with a disability or reduced mobility and must pay the correct adult fare.

## 8 Guide dogs and assistance dogs

### 8.1 Travelling with a guide dog or assistance dog

You can take a guide dog or assistance dog on any of our flights within the EU or EEA.

You cannot take a guide dog or assistance dog on any of our flights to and from Morocco or Israel.

We can carry up to four guide dogs or assistance dogs in a flight (one dog per passenger). The dog, along with containers and food, travel free of charge.

If you are not sure whether your guide dog or assistance dog can travel with you, contact the destination airport before you travel.

#### General guidelines

- The dog must be trained to perform the tasks you need them for.
- Throughout the journey, the dog must wear a jacket or harness that identifies it as a guide dog or assistance dog.
- The dog must sit on the floor at your feet.
- You must tell us that you will be travelling with a guide dog or assistance dog beforehand, and preferably when you make your booking. After you have made your booking, you can tell us about the dog through the 'My bookings' section on our website or by phoning our [Special Assistance Line](#).
- The dog must wear a suitable harness (provided by you) attached to your seatbelt during take-off, landing and turbulence. There may be other suitable equipment with alternative attachment points.
- Emotional support or therapy dogs that are not recognised as assistance dogs by the above organisations are not permitted to travel on any flights operated by an airline of the Ryanair Group (Ryanair DAC, Ryanair Sun (Buzz), Ryanair UK, Laudamotion and Malta Air).

### 8.2 Documents needed

Except for on domestic flights, your guide dog or assistance dog must have:

- an up-to-date EU pet passport showing that the dog meets the vaccination and treatment requirements of the country you are travelling to; or
- if you live in a country that does not issue pet passports, an official animal health certificate from a vet to show that the dog meets the conditions of the Pet Travel Scheme, plus any necessary medical documents.

You must also have evidence that the guide dog or assistance dog is a full member of:

- the International Guide Dog Federation;
- Assistance Dogs UK; or
- Assistance Dogs International (ADI).

We are not liable for any guide dog or assistance dog that does not have the correct document needed.

## 9 Electric wheelchairs and mobility scooters

If you will be travelling with an electric wheelchair or mobility scooter, at least 48 hours before your flight you must tell us the make, model and weight of the wheelchair or scooter, and its height when it is collapsed. You must bring the operating instructions for the wheelchair or scooter to the airport.

### General conditions

- The wheelchair's or scooter's battery must be a dry/gel battery or a lithium-ion battery. (There is no restriction to the Watt-hour (Wh)). The battery must be disconnected and the exposed terminals must be protected from short-circuiting.
- The wheelchair's or scooter's key must be removed, or it must be deactivated using the joystick, an isolation switch or button, or another isolation mechanism (such as Anderson Connector or Airsafe plug).
- When the wheelchair or scooter is collapsed it must not be more than 81cms high, 119cms wide and 119cms deep.
- Wheelchairs and mobility scooters cannot be in the plane's cabin. We have aisle wheelchairs available on all our planes and our crew are trained in using them to help passengers with reduced mobility get to and from the toilet door.
- You should get travel insurance to cover your mobility aids as our liability relating to them is limited under the Montreal Convention 1999.

## 10 Oxygen for medical use

For safety reasons, passengers cannot bring their own oxygen on board. If you will need to use oxygen for medical purposes during the flight, you must request it from us, free of charge, when you make your booking. If you do not request it when you make your booking, you must request it at least three days before you travel by contacting your local [call centre](#) or emailing our [Special Assistance Team](#). In this case, you will need to pay [a fee](#) for the oxygen.

Under safety regulations we can only provide oxygen for one passenger on a flight.

If we agree to provide oxygen for you, you must carry a letter from your doctor, written in English, confirming that:

- you are fit to travel;
- you do not need a continuous supply of oxygen for more than 250 minutes at a flow rate of 2 litres per minute; and
- the oxygen we provide is suitable for you.

You cannot take the flight without this letter.

## 11 Infectious diseases and skin conditions

All airlines can refuse to carry passengers with medical conditions that may get worse, or have serious consequences, during the flight. More information on this is given in the [World Health Organization's fitness to fly information](#).



If we have reason to believe that you could be suffering from an infectious disease or skin condition, or you have a visible skin condition, you may have to show a medical certificate or doctor's letter to confirm that you are fit to fly.

If you have any of the following conditions, you must have a medical certificate confirming that you are fit to fly.

- Rubella (At least four days must have passed since the rash appeared)
- Measles (At least seven days must have passed since the rash appeared)
- Mumps (The swelling must have gone down, which usually takes seven days but can take up to 14 days)
- Chicken pox (At least seven days must have passed since the last spot appeared)

In order to slow down transmission of the COVID-19 virus, passengers may be required to undergo and pass temperature checks at the airport and wear a mandatory face mask in the airport and on-board. Some countries require passengers to wear surgical face masks at the airport and on-board the aircraft. Children under 6 do not need to wear a face mask. It is each passenger's responsibility to check local requirements before travelling. Passengers who suffer from a medical condition that prevents them from wearing a face mask are exempted from the face mask obligation on provision of a medical certificate attesting their condition. If you fail to comply with these requirements, you may not be allowed to travel.

## 12 Pregnant passengers and new mothers

### 12.1 Pregnant women

If you are 28 weeks (or more) pregnant, you must have a 'fit to fly' letter from your midwife or doctor. This letter should be dated no more than two weeks before your booked flight and shown to staff at either the bag-drop desk or the boarding gate. If you do not have this letter, we can refuse to carry you.

You cannot travel after the 36th week of your pregnancy, or the 32nd week if you are having twins, triplets or so on.

### 12.2 New mothers

You can fly from 48 hours after giving birth, as long as there were no complications or surgery. If you had a Caesarean section, or you needed surgery, you cannot fly for at least 10 days and will need a fit to fly letter from your doctor.

## 13 Flight changes and name changes

### 13.1 Flight change – date or time

You can change flight dates and times (if seats are available) up to 2.5 hours of the scheduled departure time of the original flight or new flight (whichever is earlier). To make a change, go to the 'My bookings' section of our website or contact a reservation centre. (It is cheaper to make the

change through our website.) If you do not want to make the change for all the passengers in your booking, you cannot make the change on our website. You will have to contact a reservation centre.

You cannot make a change on our website in the following circumstances

- If a Spanish resident subsidy has been applied
- If a Spanish large family subsidy has been applied
- If you wish to change a domestic flight with another domestic flight within the same country of the original flight

For the above changes, please contact our reservation centre.

## 13.2 Flight change – route

You can change the flight route you booked (if seats are available) up to two hours before the scheduled departure time of the original or new flight, whichever is earlier. To make a change, go to the 'My bookings' section of our website or contact a [reservation centre](#). (It is cheaper to make the change through our website.) If you do not want to make the change for all the passengers in your booking, you cannot make the change on our website. You will have to contact a reservation centre.

You have the option to fly to or from different airports of your initial routes on your booking, providing the departure and/or arrival airports are located in the same two countries.

See an example below:

- Original Flights - Dublin -> Stansted / Stansted -> Dublin
- Change to – Dublin -> Stansted / Manchester -> Dublin

You cannot change a domestic flight to an international flight or vice versa due to VAT related issues.

## 13.3 Cost of flight changes

Flight-change fees are charged per person for each one-way flight (outbound and return) and change according to the season. See our [table of fees](#) for details.

As well as the flight-change fees, you must also pay any difference between the original fare and any fees for optional services (such as check-in bags) paid at the time of booking and the fare/fee available when you make the change. If the fare/fee of the new flight is lower, we will not refund the difference.

If you are travelling with children and the seats you chose in your original booking are not available on the new flight, you will be charged the price difference if the new seats you reserve are more expensive. (If the price of the new seats is lower, we will not refund the difference.)

## 13.4 Name change

You can change names on the booking up to 24 hours before the scheduled departure time online through the 'My bookings' section of our website or up to 2 hours before the scheduled departure time by calling a [reservation centre](#) or at the airport ticket desk. Name changes must be made to all the flights in your booking.

Name-change fees are charged per passenger/per booking, please see our [table of fees](#) for details.

## 13.5 Correcting mistakes

You can swap your first name and last name within 48 hours after making your booking. You can correct spelling mistakes of up to 3 characters per name free of charge through the My Booking section up to 48 hours before scheduled departure. Corrections can be made only once per passengers on a booking. We will not charge you for these corrections, as long as we reasonably believe you are correcting a mistake and not trying to change the booking to someone else.

If you are changing your flight date, time or need to reverse your flight route of your flights within 24 hours of making your booking, we will not charge the flight-change fee shown in our [table of fees](#), but you will have to pay any price difference between the original fare and the fare for the new flight (If the fare of the new flight is lower, we will not refund the difference.)

## 14 Priority

You can get Priority boarding from €6/£6 to €36/£36 per passenger on each one-way flight (outbound and return). Priority boarding allows you to board the plane first. It also allows you to take a large item of carry-on baggage (weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) on the plane, unless we have good reason to place the large item of baggage in the hold. In this case, take any valuables out of the baggage.

Boarding starts 30 minutes before the flight departs.

## 15 Reserved seating

You can reserve your choice of seat, for a [fee](#), when you make your booking or in the 'Manage my bookings' section up to two hours before scheduled departure.

There are three types of seat available for you to reserve.

- Extra-legroom seats in – rows 1, 2 (seats D,E and F), 16 and 17
- Front seats – rows 2 (seats A,B and C), 3, 4 and 5
- Standard seats – rows 6 to 15 and 18 to 33

We will not refund fees for reserved seats unless clause 4.2, 10.2, 10.3 or 10.4 of the general terms and conditions applies.

Note: Customers who change flight dates/routes may not be able to transfer their reserved seat to the new date/flight but will be allocated a new seat of the same type, subject to availability.

### 15.1 Online check-in

You can check-in online between 60 days and two hours before your booked flight, if you have reserved a seat.

If you do not want to reserve a seat, you will be allocated a random seat free of charge and can check-in online between 48 hours and 2 hours before each flight if you booked before 28 January 2021, and between 24 hours and 2 hours before each flight if you booked as of 28 January 2021.

## 15.2 Seat restrictions

We can change your allocated seats at any time, even if you had reserved it, if we need to do this for operational, safety or security reasons.

To sit in row 1, 16 or 17 (where there are emergency exits), you must:

- be 16 or older;
- be willing and able to help in an emergency;
- not be travelling with a child under two;
- not need a seat-belt extender;
- not have booked an extra seat (for comfort or an item); and
- not need any kind of special assistance.

For safety reasons, no more than two children under two can be seated in any row (one on either side of the centre aisle).

## 16 ATOL information

Flights booked direct from an airline are not ATOL protected. If you pay by credit card you may have some financial protection. Check with your credit-card provider for details.

## Fees

### Table - Optional fees

Fees subject to VAT on Italian, Bulgarian, French, German, Greek, Polish, Portuguese, Romanian, Spanish and Swedish domestic routes at applicable government rates.

	At the Time of Booking	Post Booking/Airport	More info
<b>Extra legroom seats</b> Row 1, 2 (D,E,F) & 16-17	<b>€/£11-€/£33</b> (per flight)	<b>€/£11-€/£33</b> (per flight)	Fee varies depending on the route and travel dates selected. Row numbers and seat maps may vary depending on aircraft type.

<b>Front Seats</b> Rows 2 (A,B,C) - 5	<b>€/£7-€/£21</b> (per flight)	<b>€/£7-€/£21</b> (per flight)	Fee varies depending on the route and travel dates selected. Row numbers and seat maps may vary depending on aircraft type.
<b>Standard Seats</b> Rows 6-15 & 18-33	<b>€/£4.50 - €/£15.50</b> (per flight)	<b>€/£4.50 - €/£15.50</b> (per flight)	Fee varies depending on the route and travel dates selected. Row numbers and seat maps may vary depending on aircraft type.
<b>Mandatory Family Seat</b> Fees between	<b>€/£6 - €/£10</b> (per flight)	<b>€/£6 - €/£10</b> (per flight)	At least one adult travelling with children under 12 (excl. infants) must buy a reserved seat and sit next to them. Up to 4 children (under 12) travelling with one adult will get free reserved seats (seats in rows 18-33). Row numbers and seat maps may vary depending on aircraft type. Fee varies depending on the route and travel dates selected.
<b>Boarding card re-issue fee</b>	<b>n/a</b>	<b>€/£20</b>	

<b>Airport check-in fee</b>	<b>n/a</b>	<b>€/£55 (for flights from Spain €/£ 30)</b>	The fee is charged per passenger per sector. Free for Flexi Plus passengers (and Plus passengers who booked after 11 December 2019).
<b>Infant fee</b>	<b>€/£25</b>	<b>€/£25</b>	Per Infant/Per one way flight (must be under 2 years for both outbound and return flight).
<b>Infant/child equipment (car, booster, travel cot)</b>	<b>€/£15</b>	<b>€/£20</b>	Fee charged per item/ Per one way flight - maximum weight of 20kg per item (2 items of baby equipment are carried free of charge per child - 1 pushchair plus one of the following items: car seat or booster seat or travel cot).
<b>Bike</b>	<b>€/£60</b>	<b>€/£75</b>	Fee charged per Item/ Per one way flight a maximum weight of 30kg.
<b>Large sports item</b>	<b>€/£60</b>	<b>€/£70</b>	Fee charged per Item/ Per one way flight. A maximum weight of 20kg per item.

<b>Sports equipment</b>	<b>€/£40</b>	<b>€/£45</b>	Fee charged per Item/ Per one way flight. Maximum weight of 20kg per item.
<b>Ski equipment</b>	<b>€/£45</b>	<b>€/£50</b>	Fee charged per Item/ Per one way flight. Maximum weight 20kg.
<b>Golf clubs</b>	<b>€/£40</b>	<b>€/£50</b>	Fee charged per Item/ Per one way flight. Maximum weight 20kg.
<b>Musical instrument</b>	<b>€/£60</b>	<b>€/£75</b>	Fee charged per Item/ Per one way flight. A maximum weight of 20kg per item.
<b>Flight Change Fee</b> Per Passenger/Per One Way Flight	<b>n/a</b>	<b>€/£ 45 online changes/ €/£ 60 changes through an agent or at the airport</b>	If you make changes online the fee will be €/£45 per passenger, per one way flight. If you contact our reservation centre to make a change or ask for the change at our ticket desk at the airport, the fee will be €/£60 per passenger, per one way flight.
<b>Name Change Fee</b> Per Passenger	<b>n/a</b>	<b>€/£115 online changes / €/£160 changes through an agent</b>	If you self-serve online, the fee amounts to €/£115. If you contact an

			agent to process the change, the fee amounts to €/£160.
<b>Government Tax Refund Administration Fee</b> Per Passenger	<b>€20 / £17</b>	<b>n/a</b>	
<b>Booking fee</b>	<b>n/a</b>	<b>€/£50</b>	This applies to ALL reservations made at airports.
<b>Card Payment Fee</b>	Cost-related % of the total transaction value which depends on the form of payment and where the payment service providers are located.	Cost-related % of the total transaction value which depends on the form of payment and where the payment service providers are located.	
<b>Therapeutic Oxygen Reservation Fee</b>	<b>n/a</b>	<b>€/£55</b>	Per flight
<b>Missed Departure Fee</b>	<b>n/a</b>	<b>€/£100</b>	Only available at less than 40 mins before and up to 1 hour after flight departure time. Also available to customers who arrive at the ticket desk up to an hour after their flight departure to



			move to the next available flight. The fee is charged per passenger per sector.
<b>Express Verification Fee</b>	<b>n/a</b>	<b>€/£0.59</b>	

<b>Baggage</b>	<b>At the Time of Booking</b>	<b>Post Booking/ Airport</b>	<b>More info</b>
<b>Small Bag</b>	<b>Free</b>	<b>Free</b>	
<b>Priority &amp; 2 Cabin Bags</b> Pricing between	<b>€/£6 - €/£36</b>	<b>€/£20 - €/£60</b>	Fee varies depending on the route and travel dates selected.
<b>10kg Check-in Bag</b> Pricing between	<b>€/£9.49 - €/£44.99</b>	<b>€/£23.99 - €/£44.99</b>	Fee varies depending on the route and travel dates selected. Non-priority customers who have not added a bag to their booking can still purchase a 10kg Check-in bag at the airport bag drop desk for €/£ 35.99 - €/£40. Non-priority customers who bring their 10kg Check-in bag to the boarding gate may check it in against payment of a fee of €/£ 46.00 - €/£ 60.00.

<b>20kg Check-in Bag</b> Minimum and maximum charges per item per flight when bought online	<b>€/£18.99 - €/£59.99</b> (per flight)	<b>€/£39.99 - €/£59.99</b> (per flight)	<p>Fee varies depending on the route and travels dates selected.</p> <p>Passengers who have not added a bag to their booking can still purchase a 20kg Check-in bag at the airport bag drop desk for £/€ 59.99.</p> <p>Customers who bring an oversize bag (over 55x40x20cm) to the gate may check it in upon payment of a fee of £/€ 70.00 - £/€ 75.00.</p>
<b>Excess Baggage Fee</b> Per Kilo	n/a	<b>€/£13</b>	<p>The price at the airport/call centre/kiosk is €/£13 per extra kilo.</p>
<b>Fee for Special Declaration of Valuable Baggage</b>	n/a	<b>€/£50</b>	<p>Allows for a higher limit on carrier liability.</p>

[!\[\]\(99f58673407353e96a019fbca558fd72\_img.jpg\) Your Trip](#)
[!\[\]\(0f848bbd71cef6b345273b16f905912a\_img.jpg\) Manage trip](#)
[!\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1\_img.jpg\) Corporate](#)
[!\[\]\(a870788d6ed9b8fd294b7654a8c8526b\_img.jpg\) Travel extras](#)

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A card payment processing fee may be applied to your booking. This fee will be reflected in the total price once the card number has been entered.

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**Effective Date: 31 March 2025**

# General terms & conditions of carriage

**Ryanair DAC****Ryanair UK**

## General terms & conditions

**Issued by:****RYANAIR UK****Enterprise House, 2nd Floor****Bassingbourn Road, CM24 1QW****London Stansted Airport****Stansted,****England****Effective Date: 31 March 2025**

## Article 1 - Definitions

The terms in bold below have the meanings shown wherever they appear in these terms and conditions (referred to throughout as 'these terms').

### **We**

We", "our", "ourselves" and "us" means Ryanair UK of Enterprise House, 2nd Floor, Bassingbourn Road, CM24 1QW, London Stansted Airport, Stansted, England.

### **You**

The passenger or passengers named in the booking confirmation or itinerary emailed to you when you have made your booking. (A passenger is any person, except crew members, who we have agreed to carry on a flight bearing our airline designator code ('RK' or 'RYK'), as set out in a confirmation/itinerary.)

### **Baggage**

This means your:

- carry-on baggage (baggage you take with you on the plane and is not checked in); and
- checked-in luggage (luggage you check in to be carried in the hold, and which we give you a baggage identification tag for).

### **Booking confirmation or itinerary**

The document headed 'Itinerary' setting out a 'Flight Reservation Number' and showing 'Status: Confirmed' or the document headed 'Ryanair UK Travel Itinerary', as sent to the email address used in your booking. The booking confirmation or itinerary sets out the passengers' names, flights, dates, timings and routes of the flights you have booked with us.

### **Convention**

The Montreal Convention 1999.

### **Passenger Rights Regulations**

Where applicable:

- Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91; and
- The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019.

### **Regulations**

These refer to our '[Regulations on Specific Subjects](#)' attached to these General terms and conditions of carriage.

### **RYANAIR GROUP**

means Ryanair DAC, Ryanair Sun (Buzz), Ryanair UK, Lauda Europe and Malta Air.

## **SDR**

This stands for Special Drawing Right, as defined by the International Monetary Fund. In short, it is a form of international money, created by the International Monetary Fund. The current value of the SDR is quoted in the financial pages of major newspapers.

## **1.2**

The headings of articles and clauses in these general terms and conditions of carriage (referred to throughout as 'these terms') are for convenience only and do not affect the meaning of the text.

## **Article 2 - Air carrier, choice of law and jurisdiction**

### **2.1 Air Carrier**

2.1.1 We (Ryanair UK of Enterprise House, Bassingbourn Road, CM24 1QW, London Stansted Airport, Stansted, England) are the operating air carrier of your flight, unless a different carrier was shown when you booked the flight. If the air carrier for the flight changes, we will tell you about the change as soon as possible.

2.1.2 Except where clause 2.2 below says otherwise, these terms apply on flights where our name or airline designator code ('RK' or 'RYK') is shown in the booking confirmation or itinerary for that flight.

### **2.2 Overriding law**

2.2.1 If any part of these terms is inconsistent with our regulations, these terms will apply.

2.2.2 If any part of these terms is inconsistent with any relevant law, that law will apply.

2.2.3 If any part of these terms cannot be enforced under any law that applies, the rest of the terms will still be valid, and can be enforced, if they do not depend on the part that cannot be enforced.

### **2.3 Terms & conditions prevail over regulations**

2.3.1 Except as otherwise provided by the Convention or applicable law, your contract of carriage with us, these terms and regulations shall be governed by and interpreted in accordance with the laws of Ireland.

2.3.2 You are entitled to bring a claim against us in your local court, except that Irish courts shall have exclusive jurisdiction in relation to claims under EU Regulation 261/2004 where you have not complied with clauses 15.2.1 to 15.2.7 of these Terms and in relation to non-consumer (i.e., business to business) claims.

## Article 3 - Reservations and documentation

### 3.1 General

**3.1.1** We will only carry the passengers named in the relevant booking confirmation or itinerary. You must prove your identity and keep to our [regulations relating to documents](#).

**3.1.2** For bookings made through one of our reservations centres you will need to pay a call centre booking fee. The current fee is set out in our [table of fees](#). Except where clause 10.2 or 10.3 says otherwise, we cannot refund this fee.

**3.1.3** You will have to pay an infant fee for passengers who are under two at the time of the flight (infant passengers) and who cannot, for safety reasons, have their own seat. This fee is charged for each infant passenger for each one-way flight (outbound and return). The current fee is set out in our [table of fees](#). The full adult fare must be paid for infants aged 2 or more years old. Except where clause 10.2 or 10.3 says otherwise, we cannot refund this fee.

**3.1.4** You cannot transfer your reservation made for a flight operated by us unless, as set out in our [regulations relating to name changes](#), you have arranged with us to change any names in the booking confirmation or itinerary and paid the appropriate name-change fee.

**3.1.5** Your reservation for a flight operated by us is only valid for the flights, dates and route set out in the booking confirmation or itinerary, and cannot be used with any other carrier. However, you can change flights in line with [our regulations relating to changes to flights](#) if you pay the appropriate flight-change fees plus any price difference between the total amount you originally paid and the total amount due for the new flights including any price differences for check-in bags and other optional services.

### 3.2 Our name and address

Our name may be abbreviated to our airline designator code ('RY' or 'RYK'), or otherwise as shown in the booking confirmation or itinerary. Our address is Enterprise House, Bassingbourn Road, CM24 1QW, London Stansted Airport, Stansted, England.

### 3.3 Contact

**3.3.1** If we need to contact you, we will do so using the email address you gave when you made the booking, and occasionally by text message to the mobile number you gave us. Evidence that we sent the email or text message will be considered to be evidence that you received it.

**3.3.2** If you have not given us a valid email address, you should check your outbound flight and return flight timings through the online '[Manage My Booking](#)' facility, or by phoning one of our [call centres](#), between 24 and 72 hours before the scheduled departure time.

**3.3.3** You can contact us to make complaints or claims by post or by using the appropriate [online claim form](#). Unless we tell you otherwise, any documents you send us should be copies, not the originals, as we will not keep or return any documents.

### 3.4 Personal data

We collect and process personal data in accordance with the [Ryanair Group Privacy Policy](#).

## Article 4 - Fares, taxes, fees and charges

### 4.1 Fares

Fares apply only for carriage from airport to airport, unless the booking confirmation or itinerary states otherwise. Fares do not include ground transport outside airports. Your fare will be in line with our tariffs on the date you pay for your booking. If you change any aspects of your booking, this may affect the amount you have to pay.

### 4.2 Taxes, fees & charges

**4.2.1** You must pay any government taxes (including but not limited to air passenger duty) which may be included in your ticket price. Our higher ticket prices generally include government taxes, while our lower ticket prices do not. If your ticket price includes government taxes, they will be displayed in the price break-down at the time you make your booking. Please [click here](#) for more details on government taxes that may apply.

Our ticket prices do not include any other third party fees and charges for costs we incur to provide our services (such as airport and security charges, maintenance fees etc.). We bear the costs for these services.

If you do not travel, you can apply in writing for a full refund of any government taxes you have paid. However, you would need to pay the government tax refund administration fee set out in our [table of fees](#). You must make your claim within one month after the date of the flight you did not take. We cannot refund any other monies paid.

**4.2.2** Government taxes are constantly changing and can be introduced after the date you made your booking. If any government tax is introduced or increased after you made your booking, you will have to pay the new tax (or any increase) before departure. Or, you can choose not to travel and get a full refund of your booking cost. Similarly, if any such government tax is abolished so that it no longer applies to you, or is reduced, you can claim a refund of the abolished tax, or the reduction, from us.

**4.2.3** If you purchased an optional service (such as an allocated seat) and boarded your flight but we did not provide you with the equivalent service for reasons attributable to us (such as change of aircraft preventing us from allocating you an extra legroom seat which you had purchased), you are entitled to a refund of the relevant fee you paid for this service. The reimbursement form is available [here](#).

**4.2.4** Our prices are dynamic and adjusted according to demand and they may vary according to the route and travel date selected. Due to the high volume of bookings being made in real time, fares and prices for optional services such as baggage and reserved seats may change between the time you start searching for your ticket and the time you decide to make a purchase.

## 4.3 Currency

**4.3.1** You must pay fares, taxes, fees and charges in the currency of the country of your airport of departure, unless we specify another currency when (or before) you make your payment (for example, because the local currency cannot be converted). We may agree to accept payment in another currency.

**4.3.2** We guarantee the currency exchange rate for your payment at the time you book your ticket. This exchange rate will not change. If you do not accept our currency exchange rate you may be affected by any increase in exchange rates between the time you make your booking and the time your card provider converts the currency. This is because the currency is usually converted a number of days after the date the booking is made.

## 4.4 Value added tax ('VAT)

VAT is not charged on fares or fees relating to international flights. However, we will add VAT at the appropriate rate to the prices shown for fares and related fees on Italian, French, Spanish, Portuguese, German, Polish, Greek and Romanian domestic routes. We will automatically send you a VAT receipt.

## Article 5 - Special assistance

**5.1** Without prejudice to Article 5.2, passengers with disabilities or reduced mobility are not refused carriage on the basis of such disability or reduced mobility. Acceptance for carriage of young persons travelling alone, incapacitated persons, pregnant women, persons with illness, blind or visually impaired passengers or other people requiring special assistance is subject to specific prior arrangement with us pursuant to our Regulations. ([click here for Regulations concerning these subjects](#)).

### 5.2

**5.2.1** If you will need special assistance because of a disability or reduced mobility, you must tell us about your needs when you make your booking, or as soon as you become aware that you will need special assistance. This must be at least 48 hours before the scheduled departure time. We will then do everything reasonably possible to check whether, for safety reasons, we could not allow you on the flight and, if so, whether we could propose an acceptable alternative.

**5.2.2** Under EC Regulation 1107/2006, we may refuse to allow a disabled person or a person with reduced mobility on the plane only if:

- this is necessary to meet any safety requirements that apply; or
- the size of the plane or its doors makes it physically impossible for the person to take the flight.



**5.2.3** If, after being given notice of any special assistance you need, we agree to you taking the flight, we will provide the special assistance in line with EC Regulation 1107/2006. If we do not allow you on the booked flight, we will offer you and any person who would be travelling with you a refund or alternative arrangements, as set out in the applicable Passenger Rights Regulations, as long all relevant safety requirements are met.

## **Article 6 - Check-in, boarding & seating**

### **6.1**

On all flights our passengers have allocated seating, passengers may not change their allocated seats except in cases where the cabin crew request you to move for the purposes of weight and balance, for safety or security reasons, or other operational reasons.

### **6.2**

**6.2.1** You must check in online at [www.ryanair.com](http://www.ryanair.com) and print or download your boarding pass, unless you have a Flexi Plus ticket, in which case you can check in at the airport for free.

**6.2.2** Online check-in opens 60 days before the scheduled departure time if you have purchased an allocated seat. Customers who booked their flight prior to January 28, 2021 can be allocated a seat free of charge if they check-in online between 2 days and 2 hours before each flight. Customers who booked as of January 28, 2021 may check-in online between 24 and 2 hours before each flight.

**6.2.3** Once you have checked in online you can print copies of your boarding pass, or download them to your mobile phone, up to two hours before the scheduled departure time. Your boarding pass must be printed on a single A4 page or downloaded through our app.

**6.2.4** Unless you have a Plus or Flexi Plus ticket, if you do not check in online more than two hours before the scheduled departure time, you will be charged the airport check-in fee set out in our table of fees. The check-in desks close strictly 40 minutes before the scheduled departure time unless you are notified otherwise before flight departure. If you do not check-in by then you may be denied boarding without refund.

**6.2.5** If you are travelling with a child under 12 (other than an infant under two who will share your seat), at least one adult in the booking must reserve a seat. Up to four children under 12 in the same booking will be given a reserved seat, free of charge, with that adult. This will also allow you to check-in for your flight 60 days before departure. Other adults or teenagers in the booking do not have to reserve a seat, but they can choose to do so.

**6.2.6** For your safety and security, and for the safety and security of your fellow passengers and our crew, the check-in process must be completed by you personally, by a passenger on your booking, or by a duly authorized natural person with personal knowledge of you and the contents of your luggage. This requirement is to ensure you are on notice of, and that you, a passenger on your booking, or a duly authorized natural person with personal knowledge of you and the contents of your luggage have confirmed compliance with required safety, security and public health protocols, including those set out by the ICAO Technical Instructions, Regulation (EU) 2015/1998, and the EASA/ECDC Covid-19 Aviation Health Safety Protocol.

**6.2.7** You may not be able to check-in online where you purchased your flight via a third party intermediary which has no commercial relationship with us to use our website or app to offer our flights for sale, and which does so in breach of the [Terms of Use](#) of our website (including the mobile app and any webpage and/or data that passes through the web domain at ryanair.com) ("**Third Party Intermediary**").

**6.2.8** Where you have booked via a Third Party Intermediary that has no commercial relationship with Ryanair to sell our flights, you must verify yourself by completing one of our customer verification processes ("Verification"). Verification may be completed online [here](#) up to 120 minutes before scheduled departure.

In the event that you do not complete Verification online, you will also be able to do it at the relevant airport ticket desk 60 minutes prior to departure.

In this case, passengers will be charged for the Airport check-in fee. Check our FAQs for quick answers to frequently asked questions we receive on Verification.

**6.2.9** If you choose online Verification, there are two options; Express Verification and Standard Verification.

**Express Verification** requires you to complete the following steps:

- i. pay the £/€0.59 fee
- ii. provide your booking reference code (PNR) and passenger(s) name(s);
- iii. provide a photograph of your travel documentation (i.e. passport or identification card);
- iv. take a photo of your face to verify the travel documentation which you provided at step iii;
- v. carry out a liveness check of your face by performing some actions you will be asked to do; and
- vi. provide your personal email address.

**Standard Verification** requires you to complete the following steps:

- i. provide a duly signed and completed Verification form;
- ii. provide your booking reference code (PNR) and passenger(s) name(s);
- iii. provide a photograph of your travel documentation (i.e. passport or identification card); and
- iv. provide your personal email address.

**6.2.10** Once one of the passengers named on your booking has completed online Verification, all passengers named on the booking will be able to check-in online as normal.

**6.2.11** In order to ensure we can contact you directly should the need arise, the email address you provide during Verification will replace the e-mail address originally provided by the Third Party Intermediary.

## 6.3

If you do not show a valid boarding pass (printed or downloaded on your mobile phone) at airport security or at the boarding gate, and there is enough time for us to issue an alternative boarding pass, you will have to pay the boarding pass re-issue fee set out in our [table of fees](#). All passengers flying from a Moroccan airport to any destination or from Tirana to the UK must carry a physical print out of their boarding pass, as a digital boarding pass will not be accepted.

## 6.4

**6.4.1** If you are not an EU or EEA citizen, you must get your travel documents checked and stamped at the Ryanair check-in desk before going through airport security. To maintain a record of the necessary visa documentation we may allow certain passengers the option to upload the required visa documentation during the check-in process via our app. This will demonstrate that you carried the correct documents at the time of departure, to avoid fines or criminal penalties for travelling without the required documents.

**6.4.2** If you are a citizen of any of the countries listed below you may opt for online passport verification during the check-in process via the Ryanair app. However, if this option is not available for your flight, you must have your travel documents checked at the Ryanair check-in desk.

Eligible countries for online passport verification:

- Argentina
- Antigua and Barbuda except if flying to Morocco
- Argentina
- Australia
- Bahamas except if flying to Morocco
- Barbados except if flying to Morocco
- Brazil
- Canada
- Chile except if flying to Morocco
- Costa Rica except if flying to Morocco
- Hong Kong
- Japan
- Macao S.A.R.
- Malaysia except if flying to Israel or Serbia
- Mauritius except if flying to Morocco or Ireland
- Mexico except if flying to Turkey
- New Zealand
- Nicaragua except if flying to Morocco
- Panama except if flying to Morocco or Serbia
- Paraguay except if flying to Morocco
- Singapore
- South Korea
- Taiwan except if flying to Morocco
- UAE
- United States
- Uruguay except if flying to Morocco

To use this service, ensure your passport is:

- Valid for at least 6 months beyond your intended stay for flights from Schengen to Non-Schengen regions.

- Valid for at least 6 months beyond your intended stay for flights to Schengen regions.

## 6.5

If you are checking in any baggage at a bag-drop desk, you must do so (and pay any check-in luggage fees and excess baggage charges that apply) no later than 40 minutes before the scheduled departure time of your flight. The bag-drop desk for your flight will usually open two hours before the scheduled departure time.

## 6.6

You must produce valid travel documents, which match the details on your boarding pass, at airport security and at the boarding gate.

## 6.7

You should be at the boarding gate for your flight at least 30 minutes before the departure time. The boarding gate will close 20 minutes before departure. If you arrive at the boarding gate later than this, you will not be allowed on the plane. If you want to travel on a later flight, you will have to pay the appropriate fare for that flight.

## 6.8

6.8.1 If you have paid for priority boarding and report to the boarding gate 30 minutes or more before your flight's departure, you will be able to get onto the plane before passengers who have not paid for priority boarding.

6.8.2 If you have paid for priority boarding, your carry-on baggage will not be placed in the hold, unless this is necessary for operational reasons. In such case, make sure that you remove any valuables from your carry-on baggage.

## 6.9

You must not take hot drinks on the plane, or drink your own alcohol when on the plane.

## 6.10

You must not smoke in any part of the plane. If you break this condition, you may be prosecuted and have to pay costs for any disruption caused.

## 6.11

We will not be liable to you for any loss or expense arising as a result of you not keeping to clauses 6.1 to 6.10 above.

## 6.12

Children under 16 year must be accompanied by an adult (aged 18 and over). See our regulations relating to [linking bookings for children under 16 to an existing booking.](#)

## Article 7 - Refusal of carriage

### 7.1

We may refuse to carry you or your baggage on any flights operated by an airline of the Ryanair Group, if one or more of the following circumstances apply, or we have good reason to believe that they may apply.

- This is necessary under any law, regulation or order that applies.
- Carrying you or your baggage may affect the safety, health or acceptable comfort of other passengers or crew members. In light of the COVID-19 outbreak, this is especially the case if you refuse to undergo temperature checks at the airport or if you refuse to wear a face mask during boarding or on-board our aircraft. Some countries require passengers to wear surgical face masks at the airport and on-board the aircraft. Children under 6 do not need to wear a face mask. It is each passenger's responsibility to check local requirements before travelling. If you suffer from a medical condition that prevents you from wearing a face mask you are exempted from the face mask obligation on provision of a medical certificate attesting your condition.
- Your mental state, physical state, attitude, behaviour or appearance, including the effects of alcohol or drugs, presents a risk to you, other passengers or crew members, or any property.
- You have behaved in an unacceptable way on a previous flight, and we have reason to believe that you may behave that way again.
- You have refused to go through a security check.
- You have not paid any necessary fare, tax, fee or charge.
- You owe us any money in respect of a previous flight owing to payment having been dishonoured, denied or recharged against us
- You do not appear to have valid travel documents;
- You may try to enter a country you are joining a connecting flight in or do not have valid travel documents for;
- You have destroyed your travel documents during a flight; or
- You have refused to give your travel documents to the crew when asked to do so.
- You cannot prove that you are the person named on the boarding pass.
- You have not followed our instructions relating to safety or security.
- You have smoked, or tried to smoke, on a previous flight with us.

If we refuse to carry you for one of the reasons above, or have removed you from the plane, we may cancel any unused part of your ticket and refund you the price you have paid for this unused ticket. We will not be liable for any loss, damage death or physical injury alleged to be due to our refusal to carry you or your baggage in these circumstances.

## Article 8 - Baggage

## 8.1 Baggage allowance

You can check in up to three pieces of checked-in luggage for a fee, in line with our [regulations relating to checked-in luggage](#). You can also take one piece of carry-on baggage onto the plane with you, free of charge, in line with our [regulations relating to carry-on baggage](#). You must meet any specific conditions and limits set out in these terms and our regulations.

## 8.2 Excess baggage fee

You will have to pay an excess baggage fee for checked-in luggage above your personal baggage allowance and for any sports equipment, musical instruments, and certain other items which we may agree to carry. See our [regulations relating to checked-in luggage](#) for details of the fee and any specific conditions and limits that apply.

## 8.3 Carry-on baggage and 10kg Check-in Bag

**8.3.1** You may carry on board one small cabin bag of up to 40 x 20 x 25cms (no allowance for infants travelling on their parent's lap) [Click here for Regulations concerning Cabin Baggage](#).

**8.3.2** If you purchased Priority & 2 Cabin Bags , including Regular and Flexi Plus (or Plus tickets purchased prior to 11 December 2019), you may carry on board the small and a large piece of Cabin Baggage, weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm, unless operational reasons require us to place the large cabin bag in the hold.

**8.3.3** If you purchased the 10kg Check-In Bag (up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) you may carry your small bag on board the aircraft, however the 10kg Check-In Bag must be deposited at the bag-drop desk prior to entering security. Upon arrival at your destination you will collect the bag at the baggage belt. Regulations on Checked Baggage apply accordingly. Please [click here](#) for our Table of Fees.

**8.3.4** Extra/oversized Baggage will be refused at the boarding gate, or where available, placed in the hold of the aircraft for a fee at the level set out in our Regulations ([click here for Regulations concerning Cabin Baggage](#)). Ryanair accepts no responsibility for oversized or excess Baggage which is refused at the boarding gate and subsequently abandoned by you.

## 8.4 Electronic devices in the cabin

**8.4.1** You can take e-cigs on the plane but you cannot use them.

**8.4.2** You can take a 'smart bag' (a bag that contains a lithium battery and can charge items from the USB port) on the plane as your item of carry-on baggage. However, you must remove the lithium battery before you put the bag in the overhead locker. The battery must stay with you at all times.

**8.4.3** You can take up to 15 electronic devices, and up to 20 lithium batteries, onto the plane with you.

## 8.5 Items prohibited in the cabin

The following items must not be carried into security restricted areas and on board as carry-on luggage, but may be carried as part of your checked-in luggage:

**8.5.1** *Objects with a sharp point or sharp edge* – Objects with a sharp point or sharp edge capable of being used to cause serious injury, including:

- Items designed for chopping, such axes, hatchets and cleavers,
- Ice axes, ice picks and ice skates,
- Razors and razor blades (except safety or disposable razors with enclosed blades and razor heads held in plastic compartments),
- Box cutters,
- Knives with blades of more than 6cm, including lockable or flick knives, ceremonial or religious knives and hunting knives made of metal or any other material strong enough to be used as a potential weapon, craft knives and utility knives and scrapers
- Scissors with blades of more than 6cm, as measured from the fulcrum,
- Martial arts equipment with a sharp point or sharp edge, including throwing stars
- Swords and sabres,
- Swordsticks, meat cleavers, machetes,
- Scalpels, crampons, grappling irons, hooked bars of iron and plates with iron spikes used in mountaineering,
- Harpoons and spears,
- Ski poles and walking or hiking poles;

Any sharp objects in your checked-in luggage should be securely wrapped to prevent injury to any staff who need to handle it.

**8.5.2** *Workmen's tools* – tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including:

- crowbars,
- drills and drill bits, including cordless portable power drills,
- tools with a blade or a shaft of more than 6 cm capable of use as a weapon, such as screwdrivers and chisels,
- saws, including cordless portable power saws,
- blowtorches,
- bolt guns and nail guns,
- hammers, pliers, wrenches and spanners;

**8.5.3** *Blunt instruments* – objects capable of being used to cause serious injury when used to hit, including:

- Baseball and softball bats,
- Clubs and batons, such as billy clubs, blackjacks and night sticks,
- Martial arts equipment (for example, knuckledusters, coshes, flails),
- Tennis rackets, squash rackets and so on,

- Cricket bats,
- Hockey sticks, hurley sticks and lacrosse sticks,
- Kayak and canoe paddles,
- Skateboards,
- Billiard, snooker and pool cues, Darts,
- Fishing rods;

**8.5.4** In addition to the above items, you must not have any of the items listed in 8.11 (Prohibited Items) in either carry-on luggage or checked-in luggage.

**8.5.5** The carriage of liquids, aerosols and gels into the security restricted area of an airport and onboard aircraft is controlled in accordance with current EU Security Requirements.

## 8.6 Checked-in luggage

**8.6.1** Your checked-in luggage must have your name or other personal identification on it or attached to it.

**8.6.2** When you hand over baggage to be carried in the hold as checked-in luggage we will give you a baggage identification tag for each piece of your checked-in luggage.

**8.6.3** Whenever possible, checked-in luggage will be carried on the same plane as you, unless we decide to carry it on an alternative flight for safety, security or operational reasons (e.g. we reached maximum take-off weight allowance). If your checked-in luggage is carried on a subsequent flight we will deliver it to you, unless any law that applies requires you to be present to go through customs.

**8.6.4** You are required to collect your Checked Baggage as soon as it is made available at your destination. Should you not collect it within a reasonable time, we may charge you a storage fee. Should your Checked Baggage not be claimed within three (3) months of the time it is made available, we may dispose of it without any liability to you.

**8.6.5** Only the bearer of the Baggage Identification Tag is entitled to delivery of the Checked Baggage.

**8.6.6** If a person claiming Checked Baggage is unable to produce and/or identify the Baggage by means of a Baggage Identification Tag, we will deliver the Baggage to such person only on condition that he or she establishes to our satisfaction his or her right to the Baggage.

**8.6.7** If a personal electronic device cannot be carried in the passenger cabin (for example, because it is too large), and so has to be carried in the hold, you must make sure:

- the device is totally switched off and effectively protected from being turned on accidentally;
- any app, alarm or setting that may activate the device is disabled or deactivated;
- the device is protected from accidental damage by suitable packaging or casing, or by being placed in a rigid bag and protected by adequate cushioning; and
- the device is not in the same baggage as any flammable material (for example, perfume or aerosols).

**8.6.8** A 'smart bag' (a bag that contains a lithium battery and can charge items from the USB port) can be carried in the hold as checked-in luggage as long as you remove the lithium battery before handing the bag in at the bag-drop desk or the gate. You must take the battery on the plane with you.



**8.6.9** Details on our Express Bag Drop service are available in our [regulations relating to checked-in luggage](#).

## 8.7 Items prohibited in checked-in luggage

**8.7.1** You must not have any of the items listed in 8.11 (Prohibited Items) in either your checked-in luggage or carry-on luggage.

**8.7.2** The following items must not be carried in your checked-in luggage, but should be carried in the passenger cabin as part of your carry-on luggage:

- Money, negotiable papers (documents guaranteeing the payment of a specific amount of money) or securities,
- Jewellery, precious metals or other valuables,
- Keys,
- Cameras,
- E-cigs,
- Watches,
- Medicines,
- Spectacles, sunglasses or contact lenses,
- Cigarettes, tobacco or tobacco products,
- Business documents,
- Passports and other identification documents,
- Personal electronic devices such as laptops, mobile phones and tablets or spare lithium batteries.
- Safety matches or a lighter with fuel/fluid fully absorbed in a solid and intended for use by an individual that are to be carried only on one's person.

If, despite being prohibited, any item referred to above is in your checked-in luggage, we will not be responsible for any loss of or damage to that item.

**8.7.3** Objects which are unsuitable for being carried in the hold ([such as delicate but small musical instruments, wedding dresses, hat boxes and so on](#)) may be carried in the cabin if they can be safely and conveniently secured in an extra seat which you have paid for. To book an extra seat for an item, on the booking form enter 'Item seat' as the last name and 'Extra' as the first name. 'Extra Item seat' will then be displayed in the reservation and on the boarding pass. You will need to enter your travel-document details for the extra seat during the online check-in process. There is no baggage allowance with the extra seat.

Seating in rows 1, 16 and 17 cannot be extra seats for items.

## 8.8 Animals, cargo and human ashes

**8.8.1** We do not carry animals on our flights, except for [guide dogs and assistance dogs](#) on certain routes.

**8.8.2** We do not carry cargo on our flights.

**8.8.3** You can take human ashes on the plane with you (as well as one piece of carry-on baggage) as long as you have a copy of the death certificate and the cremation certificate with you. You must make sure that the ashes are securely packaged in a suitable container with a screw top lid and protected from being broken.

## 8.9 Right to refuse baggage

**8.9.1** If we find that any of your baggage contains items that you are not allowed to carry, as set out in clauses 8.5, 8.6 and 8.11, we will refuse to carry the baggage any further while it contains those items.

**8.9.2** We may refuse to accept baggage that, in our reasonable opinion, is not properly and securely packed in suitable containers.

## 8.10 Right of search

**8.10.1** For safety and security reasons we may ask to scan and search you, and to search, scan or X-ray your baggage. Your baggage may be searched when you are not present, mainly to check whether your baggage contains any item described in clause 8.5 and 8.6 above or 8.9 below.

**8.10.2** If you do not allow us to scan and search you, or to search, scan or X-ray your baggage, we may refuse to carry you and your baggage.

**8.10.3** If a search or scan causes any physical injury to you, or an X-ray, scan or search causes damage to your baggage, we will not be liable for the injury or damage unless we are at fault or have been negligent.

## 8.11 Items prohibited for transport

You must not carry any of the following items into security restricted areas and on board an aircraft, whether in your carry-on luggage or in your checked-in luggage:

**8.11.1** Any item which could be a danger to the plane, people or property, including the following:

- *guns, firearms and other devices that discharge projectiles* – devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including:
  - o firearms of all types, such as pistols, revolvers, rifles, shotguns,
  - o toy guns (including recreational guns such as paint ball guns), replicas and imitation firearms capable of being mistaken for real weapons,
  - o component parts of firearms, excluding telescopic sights,
  - o compressed air and CO2 guns, such as pistols, pellet guns, rifles and ball bearing guns,
  - o signal flare pistols and starter pistols,
  - o bows, cross bows and arrows,
  - o harpoon guns, spear guns and nail guns

- o slingshots and catapults,
- o stun guns, tasers, cattle prods and lasers
- *stunning devices* – devices designed specifically to stun or immobilise, including:
  - o devices for shocking, such as stun guns, tasers and stun batons,
  - o animal stunners and animal killers,
  - o disabling and incapacitating chemicals, gases and gas containers, sprays, including tear gas, mace, pepper sprays, capsicum sprays, acid sprays and animal repellent sprays;
- *explosives and incendiary substances and devices* - explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:
  - o Ammunition,
  - o Blasting caps,
  - o Detonators and fuses,
  - o Replica or imitation explosive devices,
  - o Mines, grenades and other explosive military stores,
  - o Fireworks and other pyrotechnics,
  - o Smoke-generating canisters and smoke-generating cartridges,
  - o Dynamite, gunpowder and plastic explosives;
  - o Flammable liquids, flammable solids and substances that cause a chemical reaction,
  - o Paint, turpentine, white spirit and paint thinner,
  - o Alcohol with an ABV of more than 70% (140% proof),
  - o Toxic or infectious substances (for example, acids and alkalis, 'wet' batteries, bleach, poisons, infected blood, and bacteria and viruses),
  - o Radioactive material, including medicinal or commercial isotopes,
  - o Corrosives, including mercury, vehicle batteries, and parts which have contained fuel,
  - o More than one litre in total of edible oil (for example, olive oil),
  - o Lithium ion battery-powered vehicles (including segways and hoverboards) other than any wheelchair or mobility equipment that meets our regulations,
  - o Smart bags which the lithium battery has not been removed from,
  - o Fire extinguishers (except as authorised by fire procedures and as emergency equipment on the plane)

- o Lighters and firelighters with a flammable liquid reservoir containing unabsorbed liquid fuel (other than liquefied gas), lighter fuel and lighter refills
- o "Strike anywhere" matches
- o Christmas crackers,
- o Energy-saving light bulbs,
- o Items with internal combustion engines;

**8.11.2** Items which are prohibited by a law, regulation or order of any country or state your plane is flying to or from.

**8.11.3** Items which we have good reason to believe are unsuitable for carriage because:

- they are dangerous or unsafe;
- of their weight, size, shape or character; or
- are fragile or perishable.

**8.11.4** Fish, birds or any animals killed and kept as hunting trophies.

## **Article 9 - Schedules, cancellations, delays and diversions**

### **9.1 Schedules**

**9.1.1** When we accept your booking, the scheduled flight timings and flight numbers in force at the time will be shown in your booking confirmation or itinerary. The flight timings and flight numbers shown in your booking confirmation or itinerary may change before scheduled departure.

**9.1.2** If we change flight timings or numbers before scheduled departure, we will notify you about these changes by e-mail. We may also notify you by push notification and text message (if you gave us a phone number for this purpose) where these changes occur shortly before scheduled departure. You will be informed of your rights in accordance with clause 9.2 below.

### **9.2 Cancellations and delays**

**9.2.1** If we cancel any flight you have booked, fail to operate the flight reasonably according to schedule or cancel the route, you may be entitled to the rights set out in the Montreal Convention 1999 or the applicable Passenger Rights Regulations.

**9.2.2** If your flight is cancelled or delayed by two hours or more, we will give you information on your rights, including your rights to compensation and assistance.

### **9.3 Diversions**

If, for reasons outside our control, we cannot land at the booked destination airport and are diverted to another airport, then unless the plane continues to the original destination airport after the diversion, the carriage by air will be considered to be completed when the plane arrives at that other airport. However, we will arrange alternative transport, with us or another transport provider we choose, to carry you to the destination airport set out in your booking confirmation or itinerary. You will not have to pay anything for that alternative transport.

## 9.4 Compensation for denied boarding

If we do not let you board the plane for a flight you have booked (as set out in the booking confirmation or itinerary) because a space is no longer available, we will compensate you in line with any relevant law that applies. We will give you information about your rights in these circumstances, particularly your rights relating to practical help and compensation.

## Article 10 - Refunds

### 10.1 Non-refundability

Except where clauses 4.2, 10.2, 10.3 and 10.4 of these terms apply, all amounts you pay for flights operated by us (including amounts for optional services) are non-refundable.

### 10.2 Involuntary refunds

If we give you a refund under clause 9.2, that refund will be equal to the fare you paid for the particular flight you can't take plus any associated taxes, fees and charges that you paid.

### 10.3 Death of an immediate family member who is not travelling with you

If an immediate family member who is not travelling with you dies within 28 days of your booked flight, you may claim a refund equal to the fare you paid for the particular flight (or flights) you don't take as a result, plus any associated taxes, fees and charges that you paid. You must make your claim before the date of the flight and provide a copy of the death certificate.

For the purpose of this clause, an immediate family member would be:

- your husband, wife or civil partner;
- a child or stepchild;
- a parent or step-parent;
- a brother, sister, stepbrother or stepsister;
- a grandparent or grandchild; or
- your mother/father-in-law, sister/brother-in-law, or daughter/son-in-law.

### 10.4 Death of a booked passenger

If someone on your booking passes away before your trip, Ryanair may:

- refund you the total amount for everyone travelling on your booking; or, if appropriate,
- waive the flight change fee, along with any restrictions associated with changing your flights.

You must supply suitable evidence of the death before the date you were due to travel.

To submit a refund claim please [click here](#).

## Article 11 - Behaviour on the plane

### 11.1 General

If, in our reasonable opinion:

- your behaviour on the plane causes a danger to the plane or any person or property on it;
- your actions prevent the crew from performing their duties properly;
- you do not follow any instructions of the crew, including (but not limited to) those relating to smoking, drinking alcohol or taking drugs; or
- behave in a way which we reasonably believe may anger, upset, offend, intimidate, frighten or injure any passenger or crew member;

we may take any measures we consider reasonably necessary to deal with the situation, including restraining you. You may be removed from the plane and refused a seat on any other flight, and may be prosecuted for offences you committed on the plane.

Recording or photographing our personnel, whether at the airport or onboard the plane, without their consent is strictly prohibited. Only recordings or photographs personal to You may be permitted.

### 11.2 Portable electronic devices

**11.2.1** You can use small, portable electronic devices (weighing less than 1kg) at any time during a flight if 'Flight mode' is switched on. For safety reasons, laptops and larger portable electronic devices must be stowed away (in the overhead lockers or under the seat in front of you) for take-off and landing (including while taxiing to and from the runway), and at any other time requested by the captain.

**11.2.2** Any device that can send or receive calls, text messages or any communication through the internet, and does not have a flight mode, must be switched off for the whole flight.

**11.2.3** Hearing aids and pacemakers can be used throughout the flight.

## Article 12 - Additional services

### 12.1

If we promote the services of any third party offering services other than flights (such as rail and coach transfers, hotel or hostel reservations, car rental, parking services or airport fast track services), those services are provided by the third parties and their terms and conditions will apply. We are not responsible for any aspect of their services. In particular we are not responsible for any late or incorrect information, or for a lack of information.

## 12.2

If, after selecting and paying for one travel service, you book additional travel services for your trip via our website, you will not benefit from rights applying to packages under Directive (EU) 2015/2302. Therefore, we will not be responsible for the proper performance of those additional travel services. In case of problems please contact the relevant service provider.

However, if you book any additional travel services during the same visit to our website, the travel services may become part of a linked travel arrangement. In that case we have protection in place, in accordance with EU law, to refund your payments to us for services not performed in the unlikely event of our insolvency, and, where necessary, for your repatriation. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

For more information on insolvency protection, [click here](#).

## 12.3

12.3.1 If you have received an email from us confirming that the combination of services you have booked constitutes a package, you will benefit from all EU rights applying to packages and we will be responsible for proper performance.

12.3.2 You may transfer your package to another person subject to giving us reasonable notice and subject to paying any fees arising from the transfer, including the Name Change Fee as per our Table of Fees in relation to the flight component.

12.3.3 You may cancel your package booking subject to paying a cancellation charge equal to the price of the package, less any cost savings recovered from the third-party travel service provider. You may have the right to cancel your package booking without any charge in the event of unavoidable and extraordinary circumstances occurring at the package destination affecting the performance of the package, in which case you will be entitled to a refund but no other compensation.

12.3.4 We reserve the right to make changes to your package. Any minor changes to the package (including a change of flight time of less than 24 hours, a change of carrier, a change of departure or destination airport to another within the same region, a change of accommodation or car hire to another of the same or higher standard) will not entitle you to any compensation.

12.3.5 If there is a problem with any component of your package, please first contact the relevant provider of that component, which will be us for the flight component. In the event that a relevant third-party provider does not resolve the problem or there has been a significant deficiency or failure in performance of the package, you must inform us immediately and we will make reasonable alternative arrangements.

12.3.6 We have full protection in place for packages to refund your payments and, where necessary, to ensure repatriation, in the unlikely event that we become insolvent. We have taken out insolvency protection with Arcus Solutions and underwritten by Accelerant Insurance Europe SA. Travellers may contact Arcus Solutions (Claims at , Arcus Solutions, 3 Cours Charlemagne, 69002 Lyon, France ; +4420 7065 5320) or, where applicable, the Irish Aviation Authority (The Times Building, 11-12 D'Olier Street, Dublin, D02 T449; +353 (0)1 603 1100; [info@iaa.ie](mailto:info@iaa.ie)) if services are denied because of our insolvency.

12.3.7 We reserve the right to terminate your package booking in the event we are prevented from performing the booking due to unavoidable and extraordinary circumstances, and we notify you of such termination without undue delay.

12.3.8 If you are in difficulty, such as if you are unable to return as scheduled in the package due to unavoidable and extraordinary circumstances, we will provide assistance upon request, including providing appropriate information on health services, local authorities and consular services, and assisting you to make distance communications and helping you to find alternative travel arrangements. We may charge a reasonable fee for such assistance if the difficulty is caused by you intentionally or negligently.

12.3.9 Our liability to you will in any case be limited to a maximum of three times the cost of a Package, except in cases involving personal injury or damage caused intentionally or with negligence.

## Article 13 - Administrative formalities

### 13.1 General

**13.1.1** You are responsible for getting all the travel documents and visas you need for (and keeping to all laws, regulations, orders, demands and travel requirements of) countries you are flying from and to, and catching a connecting flight in.

**13.1.2** We will not be liable for the consequences of you not getting all the travel documents and visas you need, or not keeping to all relevant laws, regulations, orders, demands and travel requirements.

### 13.2 Travel documents

Before you board the plane, you must show all exit, entry, health and other documents you must have by any law, regulation, order, demand or other requirement of the countries concerned. You must also allow us to take and keep copies of the documents. We can refuse to carry you if:

- you do not have all the travel documents you need;
- you do not meet our [regulations relating to travel documents](#); or
- there appears to be something wrong with your travel documents.

### 13.3 Refusal of entry



If the immigration authority of a country does not let you enter the country, you must pay any fines or a reasonable proportion of the fine as decided by Ryanair, which that country's government or immigration authority charges us. You must also pay the cost of transporting you back to where you flew from or elsewhere.

We will not refund costs relating to any flight you cannot use as a result of you being refused entry. If we pay any costs on your behalf, we will charge them to the credit card or debit card you used to make the booking.

### 13.4 Passenger responsibility for fines, debts, costs and so on

If we have to pay any fine, penalty or other amount as a result of you failing to meet any laws, regulations, orders, demands or other requirements of a country, or there are outstanding payment(s) due to us in respect of a previous flight or (Flight related services) owing to payment having been dishonoured, denied or recharged against us, you must reimburse us when we ask you to. We may use any amount you have paid us for flights you have not used, or have yet to use, or the value of any gift voucher, credit voucher and so on we hold for you, towards paying off any amount you owe us. We can also charge any amounts you owe us, including those arising from administrative mistakes, to the credit card or debit card you used to make the booking.

### 13.5 Customs inspection

If necessary, you must be present when your baggage is inspected by customs or any other government or airport authorities. We will not be liable to you for any loss or damage caused during the inspection or through you failing to keep to this condition.

### 13.6 Security inspection

You must agree to any security checks required by us or authorised representatives of any government or airport authorities.

### 13.7 Fraud

**13.7.1** Payments must be authorised by the cardholder named in the booking. We can cancel your booking without giving you notice if we have good reason to suspect that you or the cardholder are involved in any kind of fraudulent activity relating to flights operated by any airline in the Ryanair Group. Good reasons for us to suspect fraud include the following:

- You cannot present the card used to make the booking at the airport, if asked to do so.
- You cannot provide the cardholder's contact information for us to carry out security checks.
- The cardholder claims that the booking is fraudulent because they did not authorise the payment.
- You, or the cardholder, have previously been involved in any fraudulent activity.
- Any information provided while making the booking is incorrect, inadequate, inconsistent or linked to fraudulent behaviour.
- Incorrect or inconsistent information was entered several times to make the payment.

**13.7.2** We will not accept any claim you make that our suspicion is unjustified or false.

**13.7.3** If we reasonably suspect that you have taken part in any fraudulent activity as set out in clause 13.7.1 above, we may refuse to keep to the contract of carriage for you or your baggage (or both) in line with clause 7.2.

**13.7.4** To comply with new EU regulatory requirements to reduce fraud and increase security of your online payment transactions, from 14 September 2019 you will be required to provide additional payment authentication details at the payment stage to approve your online payment (Strong Customer Authentication). For more information, please contact your card-issuing bank.

## Article 14 - Liability for damage

### 14.1

**14.1** International travel, as defined in the Convention, is subject to the liability rules of the Convention and European Union Council Regulation No.2027/97 (as amended by Regulation No. 889/2002) which are summarised as an attachment to these Terms & Conditions. Additionally, our liability will be determined by these Terms & Conditions of Carriage.

### 14.2

**14.2** There are no financial limits to our liability for death, wounding or any other bodily injury suffered by a Passenger. We have strict liability up to 128,821 SDRs unless we can prove that the damage was caused by, or contributed to by, the negligence of the injured or deceased Passenger. For claims in excess of this limit, we may be exonerated if we can prove that we and our agents took all necessary measures to avoid the damage or that it was impossible for us or them to take such measures.

### 14.3

**14.3** We will without delay, and in any event not later than fifteen (15) days after the identity of the natural person entitled to compensation has *prima facie* been established, make such advance payments as may be required to meet immediate economic needs on a basis proportional to the hardship suffered. Such payment shall not be less than 16,000 SDRs per Passenger in the event of death. Making an advance payment shall not constitute recognition of liability and may be offset against any subsequent settlement. Advance payments made hereunder shall not be returnable unless:

**14.3.1** we prove that the Damage was caused by, or contributed to by, the negligence of the injured or deceased Passenger; or

**14.3.2** where it is subsequently proved that the person who received the advance payment was not the person entitled to compensation; or

**14.3.3** it is subsequently proved that the person who received the advance payment caused, or contributed to, the Damage by negligence.

## 14.4

**14.4** Subject to Articles 14.2 and 14.3 above, our liability provisions are as follows:

**14.4.1** Any liability we have for Damage, will be reduced by any negligence on your part which causes or contributes to the Damage in accordance with applicable law.

**14.4.2** We will not be liable for Damage to Unchecked Baggage unless such Damage is caused by our negligence.

**14.4.3** We are not liable for any Damage arising from our compliance with applicable laws or Government rules and regulations, or from your failure to comply with the same.

**14.4.4** Our liability for loss of or damage to baggage will be limited to 1,519 SDR (or its equivalent) for each piece of baggage that is lost or stolen unless you have made a special declaration of interest in delivery at destination before checking in your baggage and paid the relevant fee (increasing our liability to a maximum of 2,262 SDR).

**14.4.5** Except where other specific provision is made in these Terms & Conditions, we shall be liable to you only for recoverable compensatory damages for proven losses and costs in accordance with the Convention.

**14.4.6** We are not liable for any Damage caused by your Baggage. You shall be responsible for any Damage caused by your Baggage to other persons or property, including our property.

**14.4.7** We are liable for Damage sustained in case of destruction, loss of, or damage to, Checked Baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the Checked Baggage was in our charge. However, we are not liable if and to the extent that the Damage resulted from the inherent defect, quality or vice of the Baggage. We shall have no liability whatsoever for damage to articles not permitted to be contained in Checked Baggage under Article 8.3 above which are reasonably considered by us to be unsuitable for carriage because they are dangerous, unsafe or by reason of their weight, size, shape or character, or which are fragile or perishable having regard to, among other things, the type of aircraft being used. In the case of Unchecked Baggage, including personal items, we are liable only if the Damage resulted from our fault or that of our servants or agents. See Article 8.10 for items not permitted in the cabin and/or aircraft hold.

**14.4.8** We are not responsible for any illness, injury or disability, including death, attributable to your physical condition or for the aggravation of such condition.

**14.4.9** These Terms & Conditions of Carriage and their exclusions or limits of liability, applies to our servants, employees and representatives to the same extent as they apply to us. The total amount recoverable from us and from such employees, representatives and persons shall not exceed the amount of our own liability, if any.

**14.4.10** Nothing in these Terms & Conditions of Carriage shall waive any exclusion or limitation of our liability under the Convention or applicable laws unless otherwise expressly stated.

## 14.5

**14.5** Pursuant to Article 22 of the Convention, if you or your Checked Baggage suffer a delay in the carriage by air, we shall not be liable for Damage occasioned by a delay if we prove that we or our servants and agents took all measures that could reasonably be required to avoid such Damage or that it was impossible for us or them to take such measures. If we are liable for Damage occasioned by delay, except for cases of gross negligence Our liability for such Damage is limited as follows:

**14.5.1** for Damage caused by delay in the carriage of Passengers, our liability is limited to 6,303 SDRs for each Passenger.

**14.5.2** for Damage caused by delay in the carriage of Baggage, our liability is limited to 1,519 SDRs for each Passenger.

## Article 15 - Claims Procedure

### 15.1 Notice of claims

**15.1.1** For the purpose of a claim under 15.1.2, if checked-in luggage is accepted by the person with the baggage identification tag, and they do not complain at the time, this is evidence (unless there is evidence otherwise) that the baggage was delivered in a good condition and in line with the contract of carriage).

**15.1.2** If you want to make a claim relating to loss of or damage to your checked-in luggage, or delayed baggage, you must write to us as soon as possible.

- For loss or damage, you must write to us within seven days of getting your baggage.
- For delayed baggage, you must write to us within twenty-one days of the date it was possible for you to get the baggage.

### 15.2 Compensation claims under EU Regulation 261/2004

**15.2.1** This clause 15.2 applies to claims for compensation under EU Regulation 261/2004.

**15.2.2** Passengers must submit claims directly to us and allow us 14 days or such time as prescribed by applicable law (whichever is the lesser) to respond directly to them before engaging third parties to claim on their behalf. Claims may be submitted [here](#). If we fail to respond within the time prescribed, or passengers are unhappy with our response, passengers may engage third parties to claim / receive payment on their behalf.

**15.2.3** In order to protect its customers and maintain a good relationship with them, in cases where the passenger has not complied with clause 15.2.2, we will only process claims submitted by a third party if the claim includes the passenger's contact and payment details to enable us to make payment directly to the passenger.

**15.2.4** Clauses 15.2.2 and 15.2.3 above will not apply to passengers who do not have the capacity to submit claims themselves. The legal guardian of a passenger who lacks capacity may submit a claim to us and receive the payment on the passenger's behalf. We may request evidence that the

legal guardian has authority to submit a claim and receive the payment on the passenger's behalf.

**15.2.5** A passenger may submit a claim to us and receive the payment on behalf of other passengers on the same booking. We may request evidence that the passenger has the consent of other passengers on the booking to submit a claim and receive the payment on the other passengers' behalf.

**15.2.6** In any event, save for clauses 15.2.3, 15.2.4 and 15.2.5 above, we will not process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the passenger.

**15.2.7** Passengers are not prohibited by this clause from consulting legal or other third party advisers before submitting their claim directly to us.

**15.2.8** In accordance with our procedures, and subject to clauses 15.2.2, 15.2.4 and 15.2.5 any payment will be made to the bank account of a passenger on the booking. We may request evidence that the bank account is held by the passenger concerned.

**15.2.9** Article 15.4 shall not apply regarding any compensation claim under EU Regulation 261/2004 where you are in compliance with clauses 15.2.1 to 15.2.7 of these .

## 15.3 Alternative dispute resolution

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## 15.4 Assignment

**15.4.1** The assignment of any right to compensation, damages or refund shall only be valid where the right is assigned to:

- natural persons that are registered in your flight booking as additional passengers and/or,
- if you are a member of a travel group, to other passengers of this travel group and/or,
- where the customer is a minor or otherwise not legally competent, to their guardians.

**15.4.2** In all other cases the assignment of any right to compensation, damages or refund against us to third parties shall be invalid. This prohibition of assignment does not apply where assignment or subrogation of the claim is required by law.

## 15.5 Time limit for claims

**15.5.1** Any right to damages under the Montreal Convention 1999 will end if you do not make a claim within two years of the date that:

- you arrived at your destination;
- the plane was scheduled to arrive at your destination; or
- the date the carriage set out in your booking ended;
- as decided by the law of the court where the case is heard.

**15.5.2** The time limit for claiming compensation under the applicable Passenger Rights Regulations will be decided in line with the law of the court where the case is heard (e.g. six years for the courts of England and Wales).

## 15.6 Exchange Rate

If you are claiming compensation (either direct through us or through the courts) under the applicable Passenger Rights Regulations in a currency other than euro, you must use the exchange rate that applied on the scheduled departure date of the flight the claim relates to. That date is shown on the website at [www.xe.com](http://www.xe.com). If you use a different exchange rate, we will still use the appropriate rate on the website at [www.xe.com](http://www.xe.com).

## Article 16 - Carrier's regulations

Carriage of you and your Baggage is also provided in accordance with our Regulations which are binding upon you. These Regulations concern our fees, air carrier liability for passengers and their baggage, travel documentation, checked and cabin baggage (including the carriage of sports equipment and/or musical instruments), the carriage of children, infants and young persons, reduced mobility, blind/vision impaired passengers, pregnant or sick passengers, carriage of assistance animals, flight and name changes, priority boarding, ATOL information, and air carrier information. ([click here for Regulations](#)).

## Article 17 - POINT TO POINT

We are a 'point-to-point' airline. We do not transfer passengers or baggage to other flights, whether or not they are operated by us.

## Article 18 - Forms of Payment

### 18.1

In the interests of public health and hygiene, in light of the risks associated with cash handling highlighted by the Covid-19 crisis, we only accept credit and debit card payments for fares, taxes, fees, charges, ancillary services and inflight purchases. Some airports may have their own arrangements for accepting cash and will often accept major debit cards issued in their country. If you intend to pay any fare, tax, fee or charge at the airport, contact the airport beforehand to find out if they will accept cash or which debit cards they will accept.

### 18.2

You may have to pay a fee, depending on how you make a payment and where the payment service provider (for example, the bank or credit-card provider) is located. The fee will be a cost-related percentage of the total transaction value. You can get more information on the fee from the Useful Info section of our website. The fee will be added to the total price of the booking.

## 18.3

At the moment we can only accept payments made by Apple Card through our mobile app.

## 18.4

If you pay for your flights with a form of payment that is in a currency other than the currency of the country the flight is departing from, you will be charged in the currency that form of payment is billed in, after we have applied a conversion rate. You can check the actual amount you will have to pay in that currency before you authorise the payment. If you are paying with a card issued in Greece or Spain, your payment will be processed in that country. Otherwise, your payment will be processed in the Republic of Ireland.

## Article 19 - Interpretation

The title of each Article of these Terms & Conditions of Carriage is for convenience only and is not to be used for interpretation of the text.

## Ryanair regulations on specific subjects

### 1 Our liability for passengers and their baggage

The information in this regulation summarises the liability rules which all community air carriers (airlines that are based in the EU, EEA or Switzerland) must follow under EU laws and regulations, and the Montreal Convention 1999.

#### 1.1 Compensation in the case of death or injury

There are no financial limits to the compensation we may have to pay for the death of or injury to a passenger. We must pay claims for compensation of up to 128,821 SDR. We can dispute claims for compensation of 128,821 SDR or more if we can prove that we were not negligent or otherwise at fault.

#### 1.2 Advance payments

If a passenger is killed or injured, we must make an advance payment to cover immediate financial needs of the person entitled to compensation. We must make the payment within 15 days from the date the person who is legally entitled to compensation is confirmed. An advance payment resulting from a passenger's death must be at least 16,000 SDR.

### 1.3 Passenger delays

In the case of passenger delays, we are liable for loss, damage, death or personal injury unless:

- we took all reasonable measures to avoid the loss, damage, death or personal injury; or
- it was impossible for us to take the measures necessary to avoid the loss, damage, death or personal injury.

Our liability for passenger delay is limited to 4,694 SDR.

### 1.4 Baggage delays

In the case of baggage delays, we are liable unless:

- we took all reasonable measures to avoid the delay; or
- it was impossible for us to take the measures necessary to avoid the delay.

The liability for baggage delay is limited to 1,519 SDR.

### 1.5 Loss of or damage to baggage

We are liable, up to a limit of 1,519 SDR, for the destruction of, loss of or damage to baggage. In the case of checked-in luggage, we are liable even if we were not at fault, unless the luggage was faulty or unsuitable. In the case of carry-on baggage, we will only be liable if we were at fault.

### 1.6

When you report delayed, lost or damaged baggage at the airport, this is not a claim for compensation. You must make a claim direct to us within the time limits shown below, which are set by the Montreal Convention 1999.

- You must report damaged baggage at the airport straight away and make your claim to us within seven days from then.
- You must report lost baggage at the airport straight away and make your claim direct to us within 21 days from the date the baggage was placed at your disposal.

### 1.7 Higher limits for baggage

Under the Montreal Convention 1999, our liability for lost, damaged or delayed baggage is limited to 1,519 SDR (approximately €1800) for each piece of luggage. You can increase our liability for checked-in luggage at the ticket desk by making a special declaration of interest in delivery at destination before checking in your baggage and paying a fee of €50/£50 (or the equivalent in your local currency), plus VAT for domestic flights. You must pay the fee for each passenger per one-way flight. This fee raises our limit of liability for checked-in luggage to 2,262 SDR (approximately €2600).



## 1.8 Liability of different carriers

If the air carrier you flew with is not the same as the air carrier shown on your ticket, you can claim compensation from either airline.

## 1.9

You must make any claim within two years from the date the plane arrived at the relevant airport, or the date the plane should have arrived at the airport.

## 1.10 Basis for the information above

The rules above are based on the Montreal Convention 1999.

## 2 Travel documents – photo ID

Each passenger must carry photo ID which meets our requirements and the requirements of the relevant immigration authority and other authorities. You must pay any amounts we are charged as a result of a passenger in your party not carrying the necessary photo ID.

### 2.1 Photo ID needed for travelling abroad

#### 2.1.1 Photo ID accepted

- A valid signed passport (Note: all non-EU passport holders, travelling into a Schengen member country\* are obliged to ensure that their passport is valid for at least 3 months from the date of their departure from the Schengen member country. This requirement does not apply to holders of a Schengen issued residence permit or long-term visas).
- For travel outside the EEA (European Economic Area), the passport must be valid for the period of the intended stay except for the below countries:

For travel to Jordan, the passport must be valid for at least six months beyond the period of intended stay (for holders of Italian passport, three months beyond the period of intended stay);

For travel to Turkey, the passport must be valid for at least 150 days from the arrival date;

For travel to Montenegro, the passport must be valid for at least 3 months beyond the period of intended stay;

For travel to Bosnia and Herzegovina, the passport must be valid for at least 3 months beyond the period of intended stay;

For travel to Egypt, the passport must be valid for at least six months from the arrival date;

For travel to Albania, the passport must be valid for at least 3 months from the arrival date.

- UK passport holders travelling into a Schengen\*/EU member country (excluding Ireland) as of 1st January 2021 must make sure that their passport:

is valid for at least three months from the date they will leave the Schengen member country unless the person has a Schengen-issued residence permit or long-term visa.

was issued within the previous 10 years upon the date of arrival unless the person holds a Schengen-issued residence permit or long-term visa, in which case no specific passport validity requirements apply.

- From 1st October 2021, nationals of the EEA/EU or Switzerland travelling to the UK must be in possession of a valid passport, as National ID cards issued by the EEA/EU and Switzerland are no longer acceptable to enter the UK (unless you hold a form of residence status in the UK). For more information, please visit the UK Government's official website via the link below: <https://www.gov.uk/guidance/passport-rules-for-travel-to-europe>

Ryanair requires all passengers travelling into the UK to have a valid (i.e. in date) passport for their arrival and departure dates to and from the UK (the UK Authorities do not require a minimum of 3 months passport validity), so as long as the passenger's passport is in date for both the arrival date into the UK, and the later departure date from the UK, it will be accepted as valid for travel on Ryanair flights into the UK.

- A valid National Identity Card issued by the government of a EU or EEA country, or Switzerland\*\*.

The following countries accept national identity cards issued by the Government of an EEA Country:

- Bosnia and Herzegovina, Serbia, and Montenegro;
  - Albania, if ID card issued by Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Greece, Germany, Hungary, Ireland, Italy, Malta, Netherlands, Latvia, Liechtenstein, Lithuania, Luxembourg, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden;
  - Egypt, if ID card issued by Belgium, France, Germany, Italy, Portugal;
  - Turkey, if ID card issued by Belgium, Bulgaria, France, Germany, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Netherlands, Poland, Portugal, Spain, Switzerland;
  - Georgia (except ID cards issued by Denmark and Norway)
- An Irish Passport Card (only for Irish citizens travelling within the EU, the EEA, Albania, Bosnia, Montenegro and the UK).
  - A valid Greek National Police identity card (only for travelling within the EU).
  - A valid UN Refugee Convention Travel Document – (issued under Article 28(1) of the 1951 UN Convention, by a Government in place of a valid passport).
  - A valid Convention Travel Document – (issued under Article 27 of the 1954 UN Convention for Stateless Persons, by a contracting state in place of a valid passport).
  - A valid collective passport issued by an EU/EEA country.

The country of destination may also require a valid VISA in addition to a valid photo ID. Please check VISA requirements with the local embassy or consulate.

### 2.1.2 Special requirements for minors under the age of 18

Any children included in the parent's passport must have their own visa (if required) and must be travelling with the adult named in the visa.

Some countries' immigration departments may require additional documentation for children aged below 18 years, who are travelling abroad and unaccompanied. Please, check with the Consulate or Embassy of the country they are planning to visit and/or via the [IATA Travel Centre](#), requirements and the extra documentation that minors may need.

Some non-exhaustive examples of accepted documents are as follows:

- A valid '*Kinderreisepass*': travel document issued to children under 16 by the German Government.
- French residents under the age of 18 who are travelling without a parent or guardian must show a completed AST (*Autorisation de sortie du territoire*), and the documents specified in the AST.
- Italian citizens under the age of 14 who are travelling with the new-style ID card '*Carta d'identità*' and with one or both parents can travel on EU and Schengen\* flights without any other documents if the parent's or guardian's name is mentioned in the ID card. Otherwise, the parent or legal guardian must carry the child's birth certificate or family status certificate. If the child under 14 is travelling with the new-style ID card, with a person who is not their parent or legal guardian, the child must have a "*dichiarazione di accompagnamento*" signed by both parents or the legal guardian and stamped by the passport authority.
- Portuguese residents under 18 who are flying between Portugal and a non-Schengen member state\*, and are not with a parent or legal guardian, need a travel authorisation. This must be signed by both parents or a legal guardian. If the parents or legal guardian live in Portugal, the signatures (or signature) must be notarised (signed by a person who has legally certified parental responsibility and to confirm that the signatures are authentic). If the parents or legal guardian do not live in Portugal, the signatures (or signature) must be confirmed as authentic by a Portuguese embassy or consulate in the country where they live. This travel authorisation is also needed when minors are accompanied by someone who is not a parent or legal guardian. In this case the travel authorisation must also clearly show the name of the person. Foreign minors under 18 years and travelling alone may be refused entry if they do not have anyone in Portugal taking responsibility for their stay.
- Spanish resident children under the age of 18 who are travelling without their parents/legal guardians must have a form (collected from their local police station or other appointed Spanish authority) of written authorisation to travel from their parents. This form will need to be presented at the passport control. In the case of foreign minors residing in Spain, their legal representatives must complete appropriate documentation in accordance with their national legislation before the competent consular authorities.

### DOMESTIC FLIGHT - TRAVEL DOCUMENTS ACCEPTED:

## 2.2 Domestic flights - photo ID accepted

Country	Adults	Minors
France	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Any valid driving licence with a photo</li> <li>Valid residence permit</li> <li>Carte Vitale with photo</li> </ul>	<p>Aged under 13</p> <ul style="list-style-type: none"> <li>No photo ID is needed if travelling with an adult</li> </ul> <p>Aged 13 to 18</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Valid residence permit</li> <li>Carte Vitale with photo</li> </ul>
Greece	<p>Aged 12 or over</p> <ul style="list-style-type: none"> <li>National identity card (valid or expired) issued by one of the countries listed below this table</li> <li>Greek Police ID card</li> <li>Valid passport</li> <li>Any valid driving licence with a photo</li> <li>An official document with a photo which has the relevant authority's stamp on all or part of it</li> </ul>	<p>Aged under 12</p> <ul style="list-style-type: none"> <li>National identity card (valid or expired) issued by one of the countries listed below this table</li> <li>Valid passport</li> <li>Confirmation of identity from a Citizen Service Centre or the police</li> </ul>
Italy	<p>Aged 15 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Any valid driving licence with a photo</li> <li>Nautical licence</li> <li>Pension card or book</li> <li>Heating installation licence</li> <li>Firearm licence</li> <li>ID card or badge with a photo, issued and stamped by the Italian Government</li> <li>Identity card issued to civil servants and soldiers</li> <li>AT or BT card</li> </ul>	<p>Italian citizens aged under 15</p> <ul style="list-style-type: none"> <li>Birth or citizen certificate with a photo confirmed as true by the police</li> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> </ul> <p>EU citizens and Schengen citizens (see the list below this table) aged under 15</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> </ul>

Spain	<p>Spanish citizens aged 15 or over</p> <ul style="list-style-type: none"> <li>• Passport (valid or expired)</li> <li>• National identity card (valid or expired)</li> <li>• Valid Spanish driving licence</li> </ul> <p>Citizens of the EU, a Schengen country (see the list below this table) or Andorra, aged 15 or over</p> <ul style="list-style-type: none"> <li>• Passport (valid or expired)</li> <li>• National identity card (valid or expired)</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country or Andorra</li> <li>• Valid Spanish driving licence</li> </ul> <p>Third country citizens (see the list below this table) aged 15 or over</p> <ul style="list-style-type: none"> <li>• Valid passport or travel document</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country (see the list below this table)</li> <li>• Valid Spanish driving licence</li> </ul>	<p>Spanish citizens aged under 15</p> <ul style="list-style-type: none"> <li>• No photo ID is needed</li> </ul> <p>Spanish citizens aged 16, 17 or 18 travelling without an adult aged 18 or over</p> <ul style="list-style-type: none"> <li>• Valid passport or national identity card issued by one of the countries listed below this table</li> </ul> <p>Citizens of the EU, a Schengen country (see the list below this table) or Andorra, aged under 15</p> <ul style="list-style-type: none"> <li>• Passport (valid or expired)</li> <li>• National identity card (valid or expired) issued by one of the countries listed below this table</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country (see the list below this table)</li> </ul> <p>Third country citizens (see the list below this table) aged under 15</p> <ul style="list-style-type: none"> <li>• Valid passport or travel document</li> <li>• Valid Spanish residence permit</li> <li>• Valid residence permit issued by a Schengen country (see the list below this table)</li> </ul>
UK	<p>Aged 16 or over</p> <ul style="list-style-type: none"> <li>• Any photo ID which matches the passenger's name in the booking</li> </ul>	<p>Aged under 16 and travelling with an adult aged 18 or over</p> <ul style="list-style-type: none"> <li>• No photo ID is needed</li> </ul>
Poland	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>• Valid passport</li> <li>• Valid national identity card issued by one of the countries listed below this table</li> <li>• Any valid driving licence with a photo</li> <li>• Valid Polish Digital ID - mDowod (in the mObywatel app)</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>• Valid passport</li> <li>• Valid national identity card issued by one of the countries listed below this table</li> <li>• School ID</li> <li>• Valid Polish Digital ID - mDowod (in the mObywatel app) - aged 13 or over</li> </ul>

Portugal	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> <li>Valid Portugal Digital ID</li> <li>Any valid driving licence with a photo</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card issued by one of the countries listed below this table</li> </ul>
Germany	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Any photo ID which matches the passenger's name in the booking</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>Any photo ID which matches the passenger's name in the booking</li> </ul>
Romania	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Any photo ID which matches the passenger's name in the booking</li> </ul>	<p>Aged under 14 and travelling with an adult aged 18 or over</p> <ul style="list-style-type: none"> <li>Birth certificate</li> <li>Between 14-18 years of age: ID card</li> </ul>
Ireland	<p>Aged 18 or over</p> <ul style="list-style-type: none"> <li>Valid passport</li> <li>Valid national identity card</li> <li>Any type of photo ID</li> </ul>	<p>Aged under 18</p> <ul style="list-style-type: none"> <li>Birth certificate</li> <li>Any photo ID</li> </ul>

### National identity card issuing countries

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Netherlands, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland

### Schengen countries

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland

### Third countries

Any countries outside of the EU/EEA - (incl. UK as of 1st January 2021)

## 3 Baggage allowances

### 3.1

Each passenger can take one small item of carry-on baggage (up to 40cm x 20cm x 25cm) on the plane with them. Our small bag sizers measure 42cm x 20cm x 30cm.

There is no carry-on baggage allowance for children under two who do not have their own seat reserved and will travel on an adult's knee. However, the adult can carry a baby bag weighing up to 5kg as well as their own carry-on baggage.

### 3.2 Priority & 2 Cabin Bags and 10kg Check-in Bag

Passengers who have booked Priority & 2 Cabin Bags (including those with a Regular or Flexi Plus ticket, and those who purchased a Plus ticket prior to 11 December 2019) can take a small carry-on bag (up to 40cm x 20cm x 25cm) and a large item of carry-on baggage (weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) on the plane with them, unless we have good reason to place the large item of baggage in the hold. In this case, take any valuables out of the baggage.

You can choose and pay for Priority & 2 Cabin Bags when you make your booking, or through our app up to 40 minutes before the scheduled departure time.

The current fee for Priority & 2 Cabin Bags is given in our [table of fees](#).

If you book a 10kg Check-in Bag (with maximum dimensions of 55cm x 40cm x 20cm), you can take your small carry-on bag on the plane with you, but you must check the large item of baggage in at the bag-drop desk before you go through security. The terms and regulations relating to checked-in luggage will then apply to that item of baggage.

The current fee for 10kg Check-in Bag is given in our [table of fees](#).

After you have made your booking, you can add 10kg Check-in Bag to your reservation through the 'Manage my bookings' section of our website up to two hours before the flight's scheduled departure time, or through the our app up to 40 minutes before the scheduled departure time.

Non priority customers who have not added a bag to their booking can still purchase a 10kg Check-in Bag at the airport bag drop desk or at the boarding gate for € / £35.99 - € / £ 60.00 In this case, take any valuables out of the baggage.

If your carry-on baggage is too large it will not be allowed through the boarding gate. In this case it will be placed in the plane's hold and you will have to pay a fee of € / £70.00 - € / £ 75.00 (plus VAT on domestic flights).

If you are not sure whether your carry-on baggage is too big, check at the bag-drop desk before you go through security.

### 3.3 Checked-in baggage allowance

Each passenger can check in up to three items of luggage, each weighing up to 20kg, if you:

- choose a checked-in baggage allowance of 20kg for each item of luggage to be checked in; and
- pay the 20kg check-in bag fee for each item of checked-in luggage;

when you make your booking.

The fee has to be paid for each one-way flight (outbound and return).

After you have made your booking, you can add checked-in luggage to your reservation, through the [My Bookings](#) section of our website, up to two hours before the flight's scheduled departure time.

The fees for checked-in luggage are higher through our call centre or at the airport, at peak travel periods such as Christmas, Easter and the summer, and on certain routes. The fees you have to pay are the ones that apply at the time.

The current fee for a 20kg baggage allowance is given in our [table of fees](#).

### 3.4 General rules on checked-in luggage

You can share any checked-in baggage allowance you have paid for with baggage being checked in, at the same time, by other passengers included in your booking.

If an item of baggage weighs more than your checked-in baggage allowance, you will have to pay an excess-baggage fee. This is currently €12/£12 (or the equivalent in the local currency) for each kilogram over the allowance.

At airports with self-service kiosks, you must have paid any fees for checked-in baggage and excess baggage, and handed over your checked-in luggage at a bag-drop desk, at least 40 minutes before the scheduled departure time for your flight.

### 3.5 Express Bag Drop

If you purchase checked luggage with a standard fare or as part of a fare bundle, you may avail of Express Bag Drop for a fee of €5 (see [Table of Fees](#)). Express Bag Drop will allow you to skip the queue at the standard bag drop desk and drop your bag at the Flexi Plus desk instead.

Express Bag Drop must be purchased for all check-in bags on the booking. You may not purchase it for selected check-in bags.

It is available on selected routes only and may be purchased on the website during booking flow.

Express Bag Drop is not available to bookings with Erasmus discount.

Express Bag Drop is not available to bookings with connecting flights.

Express Bag Drop is not available on Spanish subsidised tickets.

### 3.6 Pushchairs, etc

You can check in one fully collapsible pushchair (including double pushchairs), travel system or baby sling per child, plus one car seat, booster seat or travel cot, free of charge. You can book online to check in other items of equipment for babies and toddlers (with a maximum weight of 20kg per



item). The fee for this is €15/£15 per item for each one-way flight (outbound and return).

### 3.7 Sporting equipment and musical instruments

Sporting equipment (including large fishing rods, golf clubs, bikes, scooters, fencing equipment, pole vaults, javelins, surfboards, bodyboards, snowboards and skis) and large musical instruments (including harps, double bass and drums) are unsuitable for being carried in the cabin on our flights. However, for a fee, these items, each weighing up to 20kg, can be carried in the hold (though not part of your checked-in baggage allowance).

Note: bicycles carried in the hold must be in a protective box or protective bike bag. We cannot carry electric bicycles on our flights.

If any sporting equipment or musical instrument weighs more than 20kg, you will have to pay an excess-baggage fee.

Smaller musical items (such as guitars, violins or violas) larger than 40cm x 20cm x 25cm can be carried in the cabin on a seat you have reserved and paid the appropriate fare for. You do not get extra baggage (carry-on or checked-in) for the extra seat.

To book an extra seat for an item, for the passenger's name type in 'ITEM SEAT' as the surname and 'EXTRA' as the first name. 'EXTRA ITEM SEAT' will then be shown in your booking and on the online boarding pass. When checking in online, for the extra seat you must enter the details of your travel document. If you have booked an extra seat for an item or your comfort, you cannot reserve a seat in emergency rows 1, 16 and 17.

### 3.8

For health and safety reasons, items weighing more than 32kg or with dimensions of more than 81cmx119cmx119cms cannot be taken on the plane or carried in the hold. This weight limit does not apply to mobility equipment.

We are not liable for any loss of or damage to items as a result of any flaw or fault in, or the poor condition of, the baggage. We will also have no liability for fragile items, perishable items or items that are packed in an unsuitable way.

You must keep to article 8 of these terms, which relate to baggage.

## 4 Babies, children and family bookings

### 4.1 Unaccompanied children

We do not carry unaccompanied children under 16. We cannot provide an escort or special facilities.

If you want a child passenger to travel with an adult (aged 18 or over) who is already booked on a flight, you must make a new reservation for the child (as if they were an adult) and then link it to the existing reservation. You can only link reservations by contacting us on live chat or calling the call centre. You cannot link bookings at the airport. Click here for further details on how to contact us.

You can link bookings up to four hours before the scheduled departure time. Linking the bookings is free if the existing booking was made less than 24 hours beforehand. After 24 hours you would need to pay a booking fee (€30/£ 30).

Children you made a separate reservation for cannot check in online and must check in at the airport desk while you (or another adult travelling on the linked booking) are present.

If you do not follow the above procedure for linking bookings, the child will not be able to get on the plane.

## 4.2 Babies

We do not carry babies less than eight days old. For safety reasons, babies (aged 8 days to 23 months):

- must sit on an adult's lap using an infant seat belt provided by the cabin crew; or
- can travel in their own seat in an approved forward-facing car seat or using an Amsafe CARES child restraint (if they are 12 months or older).

To book a seat for the baby, phone a call centre or have a live chat with an agent online. A full fare has to be paid for a seat for a baby. [Click here](#) for further details on how to contact us.

The infant fee for each baby travelling on an adult's lap is €25/£25 (or the equivalent in the local currency) for each one-way flight.

There must be at least one adult for each baby in your booking.

For each baby in your booking, you can take a baby bag weighing up to 5kg (as well as your own carry-on baggage) on the plane.

## 4.3 Reserved seats for family bookings

If your booking includes a child (or children) aged over 23 months but under 12, you must pay to reserve a seat. The child (or children) in the booking will get a free reserved seat with you.

A maximum of four children for every one adult on the booking will get a free reserved seat. No other adults or teenagers in the booking need to reserve a seat, but they can choose to if they want to be sure of sitting with the children.

The price for reserving your seat in rows 18 to 33 starts at €6/£6. If you reserve a seat in a different row, you will be charged the difference in price for your seat. Children will be charged the full price of these seats.

If, due to high demand, seats in rows 18 to 33 are not available for everyone in your booking, all adults who need to reserve a seat to travel with a child can reserve a seat in rows 11 to 15 for the difference in price, or try different travel dates. The child's reserved seat will still be free.

If there are not enough seats in rows 11 to 15 for everyone in your booking, all adults who need to reserve a seat to travel with a child can reserve a seat in rows 6 to 10 for the difference in price.

If, on the flight you want, there are not enough seats available for everyone in your booking to sit together, you can choose a different flight.

## 5 Regular, Plus, Family Plus and Flexi Plus tickets

### 5.1 Regular

Regular fares are only available when you make your booking online and may not be purchased through call centres / airports. Also, you cannot upgrade to Plus or Flexi Plus at a later stage.

All Regular fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our General Terms and Conditions of Carriage apply.

The following services are included in Regular fares:

- A reserved standard seat
- Priority & 2 Cabin Bags

Regular fares are not available to bookings with Erasmus discount.

### 5.2 Plus

From 11th of December Plus fares are available on all flights and must be paid for all passengers and flights in your booking.

Plus fares are only available when you make your booking. Also, you cannot upgrade to Flexi Plus at a later stage.

All Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our general terms and conditions of carriage apply.

**The following services are included in Plus fares.**

- One small bag
- One 20kg item of checked-in luggage
- A reserved standard seat
- Free check-in at the airport. Free airport check-in will only be available for those passengers who have booked Flexi Plus via the official Ryanair website or App. Bookings made through online travel agents are expressly excluded from this service.

Plus fares are not available to bookings with Erasmus discount.

Plus fares will not be available to bookings with connecting flights.

### 5.3 Family Plus

Family Plus fares are available on all flights for bookings of up to six passengers with at least one child or teen.

All Family Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our general terms and conditions of carriage apply.

The following services are included in Family Plus fares:

- One 20kg item of checked-in luggage

- A reserved standard seat for €4 for all adults and teens on the booking who are not required to reserve a seat
- One 10kg check-in bag for any passenger on the booking

Family Plus fares are not available on Spanish subsidised routes.

## 5.4 Flexi Plus

Flexi Plus services are available on all flights and must be chosen for all passengers and flights in a booking. You can only buy these fares at the time you make your booking.

All Flexi Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our general terms and conditions of carriage apply.

The following services are included in Flexi Plus fares:

- Free check-in at the airport. Free airport check-in will only be available for those passengers who have booked Flexi Plus via the official Ryanair website or App. Bookings made through online travel agents are expressly excluded from this service.
- Any reserved seat
- Priority & 2 Cabin Bags
- Flexibility on changes to tickets
- Fast-track security service at the following airports

London Stansted, Brussels Charleroi, Milan Bergamo, Barcelona, Malaga, Birmingham, Manchester, East Midlands, Glasgow, Edinburgh, Frankfurt Hahn, Hamburg, Stuttgart, Eindhoven, Brussels (Zaventem), Stockholm (Skavsta), Budapest, Warsaw Modlin, Liverpool John Lennon, London Gatwick, Rome Ciampino, Rome Fiumicino, Cologne/Bonn and Athens.

### **Flexi Plus –**

#### Changing your booked flight or route

With a Flexi Plus fare, you can change your booked flight before or on the day of travel, without paying the Flight Change Fee, to a flight on the same or different route as your original flight (if a seat is available), but you must pay the fare difference. If you are changing to a later flight, you can make the change up to one hour before the departure time of the original flight. If you are changing to an earlier flight, you can make the change:

- up to 40 minutes before the new flight if you make the change at the airport ticket desk; or
- up to 1 hour before the new flight if you make the change through a [contact centre](#).
- up to 2.5 hours before the original or new flight if you make changes [online](#).

If you have already checked in online for the original flight, you will need to contact us to uncheck that flight before you can make the change. With a Flexi Plus ticket you can check in at the airport free of charge.

You can change the route of all flights in a booking online through My bookings section. However, once you have taken the outbound flight, you can only change the route of the return flight at an airport ticket desk or through a [call centre](#). You can only change the route between the same departure country and destination country.

When you change a flight, the services included in Flexi Plus are transferred to the new flight (if those services are available for that flight). If a service cannot be transferred, you will not get a refund of any part of the Flexi Plus fare.

#### Flexi Plus – name changes

Regulation 13 still applies to name changes, and you will need to pay the appropriate fee

## 6 Passengers with disabilities or reduced mobility

### 6.1 (Notice under EC regulation 1107/2006: Carriage of Disabled Persons and Persons with Reduced Mobility)

For passengers travelling with guide dogs or assistance dogs

#### •Assistance type BDGR

Passenger who is travelling with a guide dog or assistance dog and who needs:

- someone to walk with them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from cabin crew.

#### •Assistance type PETC

Passenger who is travelling with a guide dog or assistance dog but does not need help through the airport.

For passengers with limited or no mobility in the cabin

#### •Assistance type WCHC

Passenger who needs help through the airport (departure and arrival), getting on and off the plane, and getting into and out of their seat on the plane.

#### •Assistance type WCHS

Passenger who needs help through the airport (departure and arrival), and up and down the steps to the plane.

Passenger with cognitive or non-visible disability requiring assistance.

#### •Assistance type DPNA

Passengers booking the DPNA assistance type code should contact our Special Assistance team to provide details on the type and level of assistance required.

For passengers who are blind or partially blind

#### •Assistance type BLND

Blind or partially sighted passenger who needs:

- someone to walk them through the airport (departure and arrival) to their seat on the plane; and

- a separate safety briefing from the cabin crew.

## 6.2 Seating restrictions for certain categories of passenger

In line with regulatory requirements (CAT.OP.MPA.155), cabin crew must make sure that access to emergency equipment, and escape routes, must not be obstructed. This may mean that you may not be allowed to sit on, or may be moved from, certain seats.

For safety reasons, if you need a type of special assistance listed in 6.3 below, you must have a seat next to a window (unless someone you are travelling with is in the window seat or the number of passengers on the plane allows for an empty seat between you and the window).

If you have limited mobility in the cabin, are on oxygen because of a medical condition, or will be using an Amsafe restraint, Crelling harness, GoTo seat, Burnett Body Support or Meru chair, you and one person you are travelling with can be allocated suitable seats, free of charge, if you call or email the Special Assistance Team. You cannot be allocated a seat for free next to an emergency exit or in a priority or extra-legroom seat.

If you arrange a suitable seat through the Special Assistance Team, you will be taken to your seat after the other passengers have boarded the plane.

The minimum distance between our seat rows, measured from the back of one seat to the back of the seat in front, is 73.66cm (29 inches). The minimum seat width between the armrests is 39.37cm (15.5 inches). The minimum size of our plane doors is 76.2cm x 165.1cm (30 x 65 inches). If the size of our seats or plane doors are unsuitable as they do not meet your needs, we will not let you board the plane. If you need special assistance at the airport you can book this on our website up to 48 hours before your flight. After this time, you can book special assistance up to 12 hours before the scheduled flight departure by contacting our Special Assistance Line. By this time the assistance you need may not be available, but the staff at the airport's special-assistance desk will do everything reasonably possible to help you.

If you have booked special assistance, you must go to the airport's special-assistance desk two hours before the scheduled flight departure. You should then arrive at the boarding gate at least 30 minutes before departure.

You need to keep your boarding pass or special assistance receipt to show at the destination airport so you can get special assistance there.

Important: If you have not contacted us and are carrying two pieces of carry-on baggage (not counting medical equipment), they will be charged the relevant check-in bag fee, unless they have priority boarding or 10kg Check-in bag on their boarding pass.

## 6.3 Types of assistance needed

For passengers travelling with guide dogs or assistance dogs

- Assistance type BDGR

Passenger who is travelling with a guide dog or assistance dog and who needs:

- someone to walk with them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from cabin crew.

•Assistance type PETC

Passenger who is travelling with a guide dog or assistance dog but does not need help through the airport.

For passengers with limited or no mobility in the cabin

•Assistance type WCHC

Passenger who needs help through the airport (departure and arrival), getting on and off the plane, and getting into and out of their seat on the plane.

•Assistance type WCHS

Passenger who needs help through the airport (departure and arrival), and up and down the steps to the plane.

For passengers with learning disabilities

•Assistance type DPNA

Self-reliant passenger ([see regulation 7.1](#)) with a learning disability who:

- can understand and respond to safety instructions; and
- needs help through the airport (departure and arrival) to the boarding gate.

For passengers who are blind or partially blind

•Assistance type BLND

Blind or partially sighted passenger who needs:

- someone to walk them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from the cabin crew.

## 6.4 Reserving special assistance at the airport

If you need [special assistance at the airport](#) you can book this on our website up to 48 hours before your flight. After this time, you can book special assistance up to 12 hours before the scheduled flight departure by contacting our [Special Assistance Line](#). By this time the assistance you need may not be available, but the staff at the airport's special-assistance desk will do everything reasonably possible to help you.

If you have booked special assistance, you must go to the airport's special-assistance desk two hours before the scheduled flight departure. You should then arrive at the boarding gate at least 30 minutes before departure.

You need to keep your boarding pass or special assistance receipt to show at the destination airport so you can get special assistance there.

Important: If you have not contacted us and are carrying two pieces of carry-on baggage (not counting medical equipment), they will be charged the relevant check-in bag fee, unless they have priority boarding or 10kg Check-in bag on their boarding pass.

## 6.5 Travelling with mobility aids or medical equipment

If you have reduced mobility you can take two pieces of mobility equipment, plus medical equipment you need for the duration of your stay, on the plane free of charge.

If you want to have medical equipment in your checked-in luggage, you must contact our [Special Assistance Line](#) to get a 'checked baggage waiver' letter to show staff at the bag-drop desk.

If you want to take medical equipment on the plane as carry-on baggage, you must contact our [Special Assistance Line](#) to get a 'cabin baggage waiver' letter to show staff at the boarding gate.

## 6.6 Aisle wheelchairs and toilets

We have aisle wheelchairs available on all our planes and our crew are trained in using them to help passengers with reduced mobility get to and from the toilet door.

There are three toilets on our planes – two at the back of the plane and one at the front – and they all have a grab rail.

## 7 Passengers who need to be accompanied by an adult

If you are not self-reliant (see below), you must travel with a non disabled adult aged 16 and over who could provide any help you need with the tasks listed in 7.1.

### 7.1 Guidelines on being self-reliant

The information below on being self-reliant is set out by the UK Department for Transport – Access to Air Travel for Disabled People: Code of Practice (July 2008) and in the European Commission's guidelines on applying EC regulation 1107/2006 (2012). Each passenger must be self reliant by reference to all of the categories below. If not, then he/she must travel with a non disabled accompanying adult aged 18 and over who is capable of providing the assistance required. Otherwise, the passenger will be denied boarding.

To be self-reliant, you must be able to:

- fasten/unfasten your seatbelts when instructed to do so by crew
- fit the lifejacket unaided when instructed to do so by crew;
- put an oxygen mask on unaided when the crew says to do so; and
- understand the safety briefing and any advice and instructions the crew could give in an emergency situation.

You must also travel with an adult if you need help with any of the following areas to travel with a personal assistant. Failure to do so will lead to denied of boarding or relevant services if we believe that the passengers' carriage may pose a risk to crew or aircraft safety.

- feeding; (passengers must be able to feed themselves unaided);
- using the toilet; (passengers must be able to use the toilet facilities unaided);or
- taking medication or performing medical procedures (passengers must be capable of administering their own medicines and medical procedures).



If you are travelling with an accompanying adult because you have a disability or reduced mobility, we will do our best to make sure you sit together.

An adult can only accompany one passenger with a disability or reduced mobility and must pay the correct adult fare.

## 8 Guide dogs and assistance dogs

### 8.1 Travelling with a guide dog or assistance dog

You can take a guide dog or assistance dog on any of our flights within the EU or EEA.

You cannot take a guide dog or assistance dog on any of our flights to and from Morocco or Israel.

We can carry up to four guide dogs or assistance dogs in a flight (one dog per passenger). The dog, along with containers and food, travel free of charge.

If you are not sure whether your guide dog or assistance dog can travel with you, contact the destination airport before you travel.

#### General guidelines

- The dog must be trained to perform the tasks you need them for.
- Throughout the journey, the dog must wear a jacket or harness that identifies it as a guide dog or assistance dog.
- The dog must sit on the floor at your feet.
- You must tell us that you will be travelling with a guide dog or assistance dog beforehand, and preferably when you make your booking. After you have made your booking, you can tell us about the dog through the 'My bookings' section on our website or by phoning our [Special Assistance Line](#).
- The dog must wear a suitable harness (provided by you) attached to your seatbelt during take-off, landing and turbulence. There may be other suitable equipment with alternative attachment points.
- Emotional support or therapy dogs that are not recognised as assistance dogs by the above organisations are not permitted to travel on any flights operated by an airline of the Ryanair Group (Ryanair DAC, Ryanair Sun (Buzz), Ryanair UK, Laudamotion and Malta Air).

### 8.2 Documents needed

Except for on domestic flights, your guide dog or assistance dog must have:

- an up-to-date EU pet passport showing that the dog meets the vaccination and treatment requirements of the country you are travelling to; or
- if you live in a country that does not issue pet passports, an official animal health certificate from a vet to show that the dog meets the conditions of the Pet Travel Scheme, plus any necessary medical documents.

You must also have evidence that the guide dog or assistance dog is a full member of:

- the International Guide Dog Federation;
- Assistance Dogs UK; or
- Assistance Dogs International (ADI).

We are not liable for any guide dog or assistance dog that does not have the correct document needed.

## 9 Electric wheelchairs and mobility scooters

If you will be travelling with an electric wheelchair or mobility scooter, at least 48 hours before your flight you must tell us the make, model and weight of the wheelchair or scooter, and its height when it is collapsed. You must bring the operating instructions for the wheelchair or scooter to the airport.

### General conditions

- The wheelchair's or scooter's battery must be a dry/gel battery or a lithium-ion battery. (There is no restriction to the Watt-hour (Wh)). The battery must be disconnected and the exposed terminals must be protected from short-circuiting.
- The wheelchair's or scooter's key must be removed, or it must be deactivated using the joystick, an isolation switch or button, or another isolation mechanism (such as Anderson Connector or Airsafe plug).
- When the wheelchair or scooter is collapsed it must not be more than 81cms high, 119cms wide and 119cms deep.
- Wheelchairs and mobility scooters cannot be in the plane's cabin. We have aisle wheelchairs available on all our planes and our crew are trained in using them to help passengers with reduced mobility get to and from the toilet door.
- You should get travel insurance to cover your mobility aids as our liability relating to them is limited under the Montreal Convention 1999.

## 10 Oxygen for medical use

For safety reasons, passengers cannot bring their own oxygen on board. If you will need to use oxygen for medical purposes during the flight, you must request it from us, free of charge, when you make your booking. If you do not request it when you make your booking, you must request it at least three days before you travel by contacting your local [call centre](#) or emailing our [Special Assistance Team](#). In this case, you will need to pay a [fee](#) for the oxygen.

Under safety regulations we can only provide oxygen for one passenger on a flight.

If we agree to provide oxygen for you, you must carry a letter from your doctor, written in English, confirming that:

- you are fit to travel;
- you do not need a continuous supply of oxygen for more than 250 minutes at a flow rate of 2 litres per minute; and
- the oxygen we provide is suitable for you.

You cannot take the flight without this letter.

## 11 Infectious diseases and skin conditions

All airlines can refuse to carry passengers with medical conditions that may get worse, or have serious consequences, during the flight. More information on this is given in the [World Health Organization's fitness to fly information](#).

If we have reason to believe that you could be suffering from an infectious disease or skin condition, or you have a visible skin condition, you may have to show a medical certificate or doctor's letter to confirm that you are fit to fly.

If you have any of the following conditions, you must have a medical certificate confirming that you are fit to fly.

- Rubella (At least four days must have passed since the rash appeared)
- Measles (At least seven days must have passed since the rash appeared)
- Mumps (The swelling must have gone down, which usually takes seven days but can take up to 14 days)
- Chicken pox (At least seven days must have passed since the last spot appeared)

In order to slow down transmission of the COVID-19 virus, passengers may be required to undergo and pass temperature checks at the airport and wear a mandatory face mask in the airport and on-board. Some countries require passengers to wear surgical face masks at the airport and on-board the aircraft. Children under 6 do not need to wear a face mask. It is each passenger's responsibility to check local requirements before travelling. Passengers who suffer from a medical condition that prevents them from wearing a face mask are exempted from the face mask obligation on provision of a medical certificate attesting their condition. If you fail to comply with these requirements, you may not be allowed to travel.

## 12 Pregnant passengers and new mothers

### 12.1 Pregnant women

If you are 28 weeks (or more) pregnant, you must have a 'fit to fly' letter from your midwife or doctor. This letter should be dated no more than two weeks before your booked flight and shown to staff at either the bag-drop desk or the boarding gate. If you do not have this letter, we can refuse to carry you.

You cannot travel after the 36th week of your pregnancy, or the 32nd week if you are having twins, triplets or so on.

### 12.2 New mothers

You can fly from 48 hours after giving birth, as long as there were no complications or surgery. If you had a Caesarean section, or you needed surgery, you cannot fly for at least 10 days and will need a fit to fly letter from your doctor.

## 13 Flight changes and name changes

### 13.1 Flight change – date or time

You can change flight dates and times (if seats are available) up to 2.5 hours of the scheduled departure time of the original flight or new flight (whichever is earlier). To make a change, go to the 'My bookings' section of our website or contact a reservation centre. (It is cheaper to make the

change through our website.) If you do not want to make the change for all the passengers in your booking, you cannot make the change on our website. You will have to contact a reservation centre.

You cannot make a change on our website in the following circumstances

- If a Spanish resident subsidy has been applied
- If a Spanish large family subsidy has been applied
- If you wish to change a domestic flight with another domestic flight within the same country of the original flight

For the above changes, please contact our reservation centre.

## 13.2 Flight change – route

You can change the flight route you booked (if seats are available) up to two hours before the scheduled departure time of the original or new flight, whichever is earlier. To make a change, go to the 'My bookings' section of our website or contact a [reservation centre](#). (It is cheaper to make the change through our website.) If you do not want to make the change for all the passengers in your booking, you cannot make the change on our website. You will have to contact a reservation centre.

You have the option to fly to or from different airports of your initial routes on your booking, providing the departure and/or arrival airports are located in the same two countries.

See an example below:

- Original Flights - Dublin -> Stansted / Stansted -> Dublin
- Change to – Dublin -> Stansted / Manchester -> Dublin

You cannot change a domestic flight to an international flight or vice versa due to VAT related issues.

## 13.3 Cost of flight changes

Flight-change fees are charged per person for each one-way flight (outbound and return) and change according to the season. See our [table of fees](#) for details.

As well as the flight-change fees, you must also pay any difference between the original fare and any fees for optional services (such as check-in bags) paid at the time of booking and the fare/fee available when you make the change. If the fare/fee of the new flight is lower, we will not refund the difference.

If you are travelling with children and the seats you chose in your original booking are not available on the new flight, you will be charged the price difference if the new seats you reserve are more expensive. (If the price of the new seats is lower, we will not refund the difference.)

## 13.4 Name change

You can change names on the booking up to 24 hours before the scheduled departure time online through the 'My bookings' section of our website or up to 2 hours before the scheduled departure time by calling a [reservation centre](#) or at the airport ticket desk. Name changes must be made to all the flights in your booking.

Name-change fees are charged per passenger/per booking, please see our [table of fees](#) for details.

## 13.5 Correcting mistakes

You can swap your first name and last name within 48 hours after making your booking. You can correct spelling mistakes of up to 3 characters per name free of charge through the My Booking section up to 48 hours before scheduled departure. Corrections can be made only once per passengers on a booking. We will not charge you for these corrections, as long as we reasonably believe you are correcting a mistake and not trying to change the booking to someone else.

If you are changing your flight date, time or need to reverse your flight route of your flights within 24 hours of making your booking, we will not charge the flight-change fee shown in our [table of fees](#), but you will have to pay any price difference between the original fare and the fare for the new flight (If the fare of the new flight is lower, we will not refund the difference.)

## 14 Priority

You can get Priority boarding from €6/£6 to €36/£36 per passenger on each one-way flight (outbound and return). Priority boarding allows you to board the plane first. It also allows you to take a large item of carry-on baggage (weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) on the plane, unless we have good reason to place the large item of baggage in the hold. In this case, take any valuables out of the baggage.

Boarding starts 30 minutes before the flight departs.

## 15 Reserved seating

You can reserve your choice of seat, for a [fee](#), when you make your booking or in the 'Manage my bookings' section up to two hours before scheduled departure.

There are three types of seat available for you to reserve.

- Extra-legroom seats in – rows 1, 2 (seats D,E and F), 16 and 17
- Front seats – rows 2 (seats A,B and C), 3, 4 and 5
- Standard seats – rows 6 to 15 and 18 to 33

We will not refund fees for reserved seats unless clause 4.2, 10.2, 10.3 or 10.4 of the general terms and conditions applies.

Note: Customers who change flight dates/routes may not be able to transfer their reserved seat to the new date/flight but will be allocated a new seat of the same type, subject to availability.

### 15.1 Online check-in

You can check-in online between 60 days and two hours before your booked flight, if you have reserved a seat.

If you do not want to reserve a seat, you will be allocated a random seat free of charge and can check-in online between 48 hours and 2 hours before each flight if you booked before 28 January 2021, and between 24 hours and 2 hours before each flight if you booked as of 28 January 2021.

## 15.2 Seat restrictions

We can change your allocated seats at any time, even if you had reserved it, if we need to do this for operational, safety or security reasons.

To sit in row 1, 16 or 17 (where there are emergency exits), you must:

- be 16 or older;
- be willing and able to help in an emergency;
- not be travelling with a child under two;
- not need a seat-belt extender;
- not have booked an extra seat (for comfort or an item); and
- not need any kind of special assistance.

For safety reasons, no more than two children under two can be seated in any row (one on either side of the centre aisle).

## 16 ATOL information

Flights booked direct from an airline are not ATOL protected. If you pay by credit card you may have some financial protection. Check with your credit-card provider for details.

## Fees

### Table - Optional fees

Fees subject to VAT on Italian, Bulgarian, French, German, Greek, Polish, Portuguese, Romanian, Spanish and Swedish domestic routes at applicable government rates.

	At the Time of Booking	Post Booking/Airport	More info
<b>Extra legroom seats</b> Row 1, 2 (D,E,F) & 16-17	<b>€/£11-€/£33</b> (per flight)	<b>€/£11-€/£33</b> (per flight)	Fee varies depending on the route and travel dates selected. Row numbers and seat maps may vary depending on aircraft type.

<b>Front Seats</b> Rows 2 (A,B,C) - 5	<b>€/£7-€/£21</b> (per flight)	<b>€/£7-€/£21</b> (per flight)	Fee varies depending on the route and travel dates selected. Row numbers and seat maps may vary depending on aircraft type.
<b>Standard Seats</b> Rows 6-15 & 18-33	<b>€/£4.50 - €/£15.50</b> (per flight)	<b>€/£4.50 - €/£15.50</b> (per flight)	Fee varies depending on the route and travel dates selected. Row numbers and seat maps may vary depending on aircraft type.
<b>Mandatory Family Seat</b> Fees between	<b>€/£6 - €/£10</b> (per flight)	<b>€/£6 - €/£10</b> (per flight)	At least one adult travelling with children under 12 (excl. infants) must buy a reserved seat and sit next to them. Up to 4 children (under 12) travelling with one adult will get free reserved seats (seats in rows 18-33). Row numbers and seat maps may vary depending on aircraft type. Fee varies depending on the route and travel dates selected.
<b>Boarding card re-issue fee</b>	<b>n/a</b>	<b>€/£20</b>	

<b>Airport check-in fee</b>	<b>n/a</b>	<b>€/£55 (for flights from Spain €/£ 30)</b>	The fee is charged per passenger per sector. Free for Flexi Plus passengers (and Plus passengers who booked after 11 December 2019).
<b>Infant fee</b>	<b>€/£25</b>	<b>€/£25</b>	Per Infant/Per one way flight (must be under 2 years for both outbound and return flight).
<b>Infant/child equipment (car, booster, travel cot)</b>	<b>€/£15</b>	<b>€/£20</b>	Fee charged per item/ Per one way flight - maximum weight of 20kg per item (2 items of baby equipment are carried free of charge per child - 1 pushchair plus one of the following items: car seat or booster seat or travel cot).
<b>Bike</b>	<b>€/£60</b>	<b>€/£75</b>	Fee charged per Item/ Per one way flight a maximum weight of 30kg.
<b>Large sports item</b>	<b>€/£60</b>	<b>€/£70</b>	Fee charged per Item/ Per one way flight. A maximum weight of 20kg per item.



<b>Sports equipment</b>	<b>€/£40</b>	<b>€/£45</b>	Fee charged per Item/ Per one way flight. Maximum weight of 20kg per item.
<b>Ski equipment</b>	<b>€/£45</b>	<b>€/£50</b>	Fee charged per Item/ Per one way flight. Maximum weight 20kg.
<b>Golf clubs</b>	<b>€/£40</b>	<b>€/£50</b>	Fee charged per Item/ Per one way flight. Maximum weight 20kg.
<b>Musical instrument</b>	<b>€/£60</b>	<b>€/£75</b>	Fee charged per Item/ Per one way flight. A maximum weight of 20kg per item.
<b>Flight Change Fee</b> Per Passenger/Per One Way Flight	<b>n/a</b>	<b>€/£ 45 online changes/ €/£ 60 changes through an agent or at the airport</b>	If you make changes online the fee will be €/£45 per passenger, per one way flight. If you contact our reservation centre to make a change or ask for the change at our ticket desk at the airport, the fee will be €/£60 per passenger, per one way flight.
<b>Name Change Fee</b> Per Passenger	<b>n/a</b>	<b>€/£115 online changes / €/£160 changes through an agent</b>	If you self-serve online, the fee amounts to €/£115. If you contact an

			agent to process the change, the fee amounts to €/£160.
<b>Government Tax Refund Administration Fee</b> Per Passenger	<b>€20 / £17</b>	<b>n/a</b>	
<b>Booking fee</b>	<b>n/a</b>	<b>€/£50</b>	This applies to ALL reservations made at airports.
<b>Card Payment Fee</b>	Cost-related % of the total transaction value which depends on the form of payment and where the payment service providers are located.	Cost-related % of the total transaction value which depends on the form of payment and where the payment service providers are located.	
<b>Therapeutic Oxygen Reservation Fee</b>	<b>n/a</b>	<b>€/£55</b>	Per flight
<b>Missed Departure Fee</b>	<b>n/a</b>	<b>€/£100</b>	Only available at less than 40 mins before and up to 1 hour after flight departure time. Also available to customers who arrive at the ticket desk up to an hour after their flight departure to

			move to the next available flight. The fee is charged per passenger per sector.
<b>Express Verification Fee</b>	<b>n/a</b>	<b>€/£0.59</b>	

<b>Baggage</b>	<b>At the Time of Booking</b>	<b>Post Booking/ Airport</b>	<b>More info</b>
<b>Small Bag</b>	<b>Free</b>	<b>Free</b>	
<b>Priority &amp; 2 Cabin Bags</b> Pricing between	<b>€/£6 - €/£36</b>	<b>€/£20 - €/£60</b>	Fee varies depending on the route and travel dates selected.
<b>10kg Check-in Bag</b> Pricing between	<b>€/£9.49 - €/£44.99</b>	<b>€/£23.99 - €/£44.99</b>	Fee varies depending on the route and travel dates selected. Non-priority customers who have not added a bag to their booking can still purchase a 10kg Check-in bag at the airport bag drop desk for €/£ 35.99 - €/£40. Non-priority customers who bring their 10kg Check-in bag to the boarding gate may check it in against payment of a fee of €/£ 46.00 - €/£ 60.00.

<b>20kg Check-in Bag</b> Minimum and maximum charges per item per flight when bought online	<b>€/£18.99 - €/£59.99</b> (per flight)	<b>€/£39.99 - €/£59.99</b> (per flight)	Fee varies depending on the route and travels dates selected.  Passengers who have not added a bag to their booking can still purchase a 20kg Check-in bag at the airport bag drop desk for £/€ 59.99. Customers who bring an oversize bag (over 55x40x20cm) to the gate may check it in upon payment of a fee of £/€ 70.00 - £/€ 75.00.
<b>Excess Baggage Fee</b> Per Kilo	n/a	<b>€/£13</b>	The price at the airport/call centre/kiosk is €/£13 per extra kilo.
<b>Fee for Special Declaration of Valuable Baggage</b>	n/a	<b>€/£50</b>	Allows for a higher limit on carrier liability.